

YMCA Childcare Resource Service

RESPITE UNIT PROGRAM

Reliability Standards

The following *Staff Reliability Standard* has been developed to promote professional, high quality service to all families participating in the YMCA Childcare Resource Service respite program and for the protection and support of respite staff providing service in the field. The following standard outlines the expected and desired outcomes for all respite service providers.

- All phone calls must be returned within 48 hours. This includes messages left by any parent or any Respite Unit staff. Calls must be returned even if you are not able to provide the requested service.
- All providers must notify the Respite Unit of intentions to be on vacation or to be unavailable by phone for more than 48 hours. In the case of an emergency it is acceptable to have someone else call the Respite Unit on your behalf. Please notify the respite unit of any changes to your address, phone number, availability or client information
- Cancellation of a scheduled respite assignment should only occur for illness or emergencies. If you must cancel a scheduled assignment please call the family as soon as possible.
- Habitual cancellations, not showing up for scheduled respite assignments and failure to follow the above standards could result in disciplinary action that may include verbal warnings, counseling statements and termination.
- Be prompt and dependable
- Care for children in a positive manner
- Attend to child's physical needs as required
- Supervise and keep the child interested in meaningful activities
- Work with the family to maintain consistency in handling behavior issues
- Come to the home alone
- Maintain accurate records, time sheets and emergency contact information

I have read the above, understand my responsibilities, and agree to abide by them.

Employee signature

Date