

## Caregivers Texting Office Personnel Policy

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Revised:

### **POLICY**

We at Comfort Keepers recognize and embrace the use of available technology to enhance its operations so to make those operations more efficient and effective. Communication plays a major role in ensuring smooth operations. It spreads important information to those that need it, enabling them to better make decisions and better perform their responsibilities. It also helps to eliminate potential errors. Today, there are many forms of technology to help in that communication. Texting is one of those forms.

We are continually looking at ways to better utilize Texting in our operations. However, at this time, we are limited in how it can be best used for our purposes here at Comfort Keepers. For that reason, the following policy will remain in place until other solutions are available to be implemented.

**The only time a caregiver is to text office personnel is in response to a text message initiated by the office. A caregiver is not to initiate any text message to office personnel. If a caregiver needs to communicate with the office, the caregiver is to call the office's main phone number.**

The purpose of this policy is to ensure that the correct personnel receives the information the caregiver wishes to relay. There may be times, unknown to the caregiver, that key office personnel are not available due to illness, vacation, or not 'on call'.