

Call Out Procedure:

The following procedure outlines how and when to use Unplanned PTO.

Unplanned PTO is defined as “**Any time off that occurs after your monthly schedule is out is considered unplanned**” (Policy Manual Pg.47)

When you use Unplanned PTO you will need to call the "Call Out Line" at (802) 876-7039. Please have the following information ready:

- **Your name**
- **The day/date you are requesting coverage for**
- **If you are requesting a full or half day, if half day what time you need to leave by or can arrive by**
- **What clients or clients you are scheduled with that day**

In order to allow for adequate time to determine coverage, staff will need to call out by 6:30am on the morning they are requesting coverage for.

Any calls made AFTER 6:30am for day-of call outs will not be addressed through this call out procedure. Instead, you will have to call your supervisor.

Please note that you can call to request UPTO any time prior to the day of coverage. It does not need to wait until day-of.

If you call before 6:30am (including the night or day(s) before), your shift(s) will be covered for the day. No follow up is needed after a message is left.