

Relief Team Guidelines and Expectations

As a prospective member of the Relief Team you must:

1. **Be willing and able to fulfill *all* the duties on the Relief Worker Job Description.** These are essentially the same duties as our Permanent staff. Everyone works as a team to serve the clients with the utmost safety and care in mind. This means not only willingly sharing tasks, including the not-so-pleasant ones, but also supporting the team and Hollyburn as an organization in action, thought, and word.
2. **Be available to *at least two* programs.** This is the bare minimum. The more programs you are available to, the more available shifts you will see through Makeshift (our scheduling app), and the more chances you have for Supervisors to call you to work.
3. **Provide at least three shifts of availability per week on at least two separate days.** Again, the more availability you provide, the more chances you have for being called upon to work.
4. **Provide at least two available shifts on the weekend** (Starting Friday 3pm – 11pm through Sunday 11pm – 7am).
5. **Provide your availability 2–3 months in advance (2 months minimum).** Update your availability on a rolling basis and by the 28th of the month for the third month (example: Your schedule is updated for September and October, add November by September 28, add December by October 28, and so on).
6. **Delete any availability that is not accurate.** Things change, we get that, and while we're expecting you to provide availability for 2 – 3 months in the future, **update your Makeshift immediately as it changes.**
7. **Be available when your schedule indicates availability.** This means when we have an open shift to fill at the last minute and we call you because your Makeshift schedule says you are available, **you are expected to say YES.** This is why it is important to keep your Program list and your Availability up to date. If you decline more than two shifts for which your Makeshift indicates available, you will be suspended from the Relief List until you have met (phone or face to face/video) with the Relief Manager to discuss.
8. **Be willing to obtain and maintain a valid NVCI certification (and/or MANDT certification if you work with Youth Services clients).** It is your responsibility to know when your certifications expire and to sign up for a class to get them renewed *before they expire.*
9. **You must work a *minimum of 2* shifts per month to remain on the Relief List.** This is the bare minimum. More often than not, we have multiple available shifts needed to be filled weekly. However, sometimes our schedules are full and we don't have as many shifts to offer. This is why it is important that you keep your schedule updated and say "Yes!" when called to fill last minute available shifts.

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10. **If you have not worked at least one shift in the past 3 months**, you will be removed from the list, per Ministry of Children and Family Development rules, and we must resubmit your background check application for approval before we can add you back on the list. **This is why #9 (above) is so important.**
11. **Follow all safety mandates and protocols in the program.** This includes wearing your PPE properly, maintaining physical distance whenever possible from other staff and clients, monitoring your own health for symptoms of Covid-19 and not coming to work when you exhibit any symptoms, doing a health check before you enter the program (including taking your temperature), washing hands frequently, and wiping down high touch areas with disinfectant on a regular basis throughout the shift.
12. **Contact the program supervisor or On-Call Supervisor (on the weekends) with sufficient notice when you are unable to come in for a scheduled shift.** We count on our Relief Team to support our clients and the rest of the team by filling available shifts, so if a Relief Worker cannot follow through on a shift they have committed to due to illness or emergency, they need to make voice contact with the program Supervisor or On-call Supervisor at the soonest point that they know they won't be able to show up.
13. **If you have a last minute call-out more than once in a month or three times in a quarter**, you will be suspended from the Relief List until you have a meeting with the Relief Manager. We count on your reliability and commitment to filling our shifts when we need you most. *Last minute call outs, especially on weekends, put the program and organization at risk and patterns of this will not be tolerated.*