

AFTER HOURS APPOINTMENTS POLICY		
Policy #: 05	Date of Approval: May 27, 2016	Date Policy is Effective: May 26, 2016
Responsible Person: Regional and Office Managers		Author: John Grothjan Regional Director ADRC of Eagle Country
Reference: 2021 Scope of Services		Approved By: <i>ADRC of Eagle Country Governing Board</i>
Cross Reference:		

Purpose

This policy will clarify the Aging and Disability Resource Center of Eagle Country procedure regarding after hours availability and appointments.

Policy

The ADRC of Eagle Country is open Monday – Friday from 8:00a.m. to 4:30p.m. The ADRC must have business hours at times that are convenient for its customers. The ADRC shall have a fixed schedule of hours of operation. The hours of operation shall be included in the ADRC’s voice mail greeting, brochures, and posted on the ADRC’s website and at the entrance to the ADRC, together with a statement letting customers know that after-hours appointments are available upon request. Information and Assistance is available continuously when the ADRC is open.

In addition to its regularly scheduled business hours, the ADRC shall have the capacity to set up occasional after-hours and weekend appointments. The ADRC shall establish criteria for determining when after-hours appointments are necessary and that the after-hours appointments are made in a timely manner.

Procedure

1. Hours of operation are advertised on brochures, voicemail greeting, regional and local websites together with a statement allowing customer know that “after hours appointments are available by request.”
2. When scheduling appointments for options counseling, benefits consultation or other in-person service delivery, staff will assess the need for an after-hours appointment. If any of the following are identified, staff will discuss the need for an after-hours appointment with their office directors or, if necessary, identify alternative staff to promptly meet the customers need.
 - a. Customer desires family’s presence at the appointment and family’s work or travel schedule requires an after-hours appointment.
 - b. Customer’s work schedule limits availability.
 - c. Customer’s health care schedule (i.e. dialysis) limits availability.
 - d. The assessment of risk or urgency requires flexible scheduling in order to deliver time sensitive services promptly.

3. After hours flexibility may also be appropriate for other activities such as support groups, classes or outreach events.
4. All after hours appointments must be approved by the office directors to ensure adequate office coverage is maintained in flexing schedules.

History Updated Baraboo Evening Hours 10-19

Annual Review Dates: 9-7-21 Hours of operation updated, and Scope Language added