



Powered by  ClearCare

Effective September 1st Advantage Private Homecare will completely utilize the Clear Care Application for the clock in/out of all scheduled shifts. Start time is defined as being in the house/facility and physically starting your shift. The end time is defined as walking out of house/facility at end of shift. We do not pay or bill clients for time you are not physically present in the home. Here is the protocol for having clock issues;

1. If between the hours of 9am-5pm call the office immediately
2. If you have the app and you are not able to clock in, send a screenshot of the problem.
3. You can come into the office to get assistance in correcting the problem

Internally to alter time in the system we must follow guidelines to verify. If we can see your screenshot and can verify the time, we are immediately able to clock you in. If we can fix the problem on the phone you are able to clock in , we will adjust your time we will clock you in and you should be able to clock out. Once a caregiver leaves the premises we must verify with the client that shift was completed. If a caregiver is constantly calling in time we will have to verify times worked with the client before correcting in system

By reading this in-service and signing I am acknowledging that I understand I am solely responsible for clocking in/out of my scheduled shifts. If I am unable to successfully clock in/out I am responsible to reach out to the office for assistance.

Signature\_\_\_\_\_Dates\_\_\_\_\_

