



Your First Shift: The Professional Basics

New-caregiver orientation · pairs with the “A Day in the Life” video

THE ONE RULE

Unsure about anything? Call your branch — don't wait until you're at the client's door.

1 Before you leave home

The visit starts with what you pack and wear — clients read it before you say a word.

Pack your FRHC go bag the night before. Check grooming, clothing and shoes against the dress code, and make sure your name badge is with it.

RULE OF THUMB

Pack the night before; dress so the client knows you at the door.

2 At the client's door

The first seconds of a visit set the client's trust for the whole shift.

Arrive on time. Name badge visible, make eye contact, greet the client by name.

RULE OF THUMB

Badge on, eyes up.

4 Your phone

On shift, your phone is a care tool — anything else can compromise the client's privacy and safety.

Limit personal use to breaks. Keep the phone off or on silent. Avoid personal calls whenever possible. Never give your personal number to clients or their family. No camera phone use — ever.

RULE OF THUMB

On shift, the phone serves the client — never the other way around.

3 Clocking in

Clocking in correctly protects you, the client and the agency — it is how care gets documented and how you get paid.

In the scheduling app: select your scheduled shift, review and sign the care plan, then tap Clock In within 7 minutes of your start time. Forgot, or running late? Add a note. More than 15 minutes late, or the app says you're “too far away”? Call the office.

RULE OF THUMB

Seven minutes, or a note. Fifteen minutes, or a call.

CALL YOUR BRANCH WHEN

- You can't clock in, or the app says you're “too far away.”
- You'll be more than 15 minutes late.
- Anything at the home doesn't match the care plan.

Then note what you tried — knowing when to hand something off is a skill, not a miss.

5 Calling off

Your branch can only cover a shift it knows about — a message that isn't heard is a client without care.

Call your branch and leave at least one voicemail. App messages and emails are not acceptable for call-offs.

RULE OF THUMB

A call-off only counts if we can hear it.