

# NursingDirect

POLICY NUMBER: **62**

POLICY TITLE: **ALLOCATION OF WORKERS TO CUSTOMERS & REASSIGNMENT**

WHO MUST ABIDE BY THIS POLICY? **ALL AGENCY STAFF**



# ALLOCATION OF WORKERS TO CUSTOMERS & REASSIGNMENT POLICY

## THE PURPOSE OF THIS POLICY

To inform staff of our Allocation of workers to customers and reassignment policy.

## ALLOCATION OF WORKERS TO CUSTOMERS AND REASSIGNMENT POLICY

To provide working mechanisms that will ensure continuance of care when:

- The customer has requested a change in temporary worker.
- The customers care/nursing needs have changed and the temporary workers skills and/or expertise no longer meet the client's required needs.
- The temporary worker has reported ill, or becomes physically or mentally incapable to care for the customer or where the temporary worker is on holiday.
- The temporary worker is attending a training course.
- The temporary worker has left the employment business.
- The temporary workers shift needs have changed and they needed to re-arrange their shift times, and this was not acceptable for the client.

## STAFF SELECTION CRITERIA

When specific staff are chosen for specific clients, the employment business will make a choice based on the following criteria:

- The client's required medical and care needs, other needs and other wants.
- The temporary workers ability to meet that requirements in terms of having the required skills and training.
- The gender, age, cultural, religious and ethnic background of the client.
- The personality, temperament, knowledge and interests of the staff member.
- The preferred language and communication needs of the client.

## POLICY FOR CHANGES IN TEMPORARY WORKERS

The employment business will, whenever possible, ensure that more than one temporary worker can be used and meets the customers needs and wants, in cases where the regular temporary is absent or remains absent from the client.

The employment business will ensure, whenever possible, that the customer or his advocate, or relatives, are contacted well in advance when there is a change in temporary worker.

The customer will always have the right to request a change or to refuse a specific temporary worker and make the final decision as to whether the temporary worker meets their needs.