



Newsletter December 2017



Christmas timesheets

December timesheet deadline: **SATURDAY 16th DECEMBER at 12PM**

December pay day: **FRIDAY 22nd DECEMBER**

Office Christmas Opening Times

We are still open over Christmas and New Year however, the times are slightly different so please take note:

- Saturday 23rd December 9am - 5pm
- Sunday 24th December 10am - 4pm
- Monday 25th December 10am - 4pm
- Tuesday 26th December 10am - 4pm
- Wednesday 27th December 9am - 5pm
- Thursday 28th December 9am - 5pm
- Friday 29th December 9am - 5pm
- Saturday 30th December 9am - 5pm
- Sunday 31st December 10am - 4pm
- Monday 1st January 10am - 4pm

Employment History - **URGENT!**

Due to new regulations we must now have an employment history for all staff dating back to when they left school. You should be receiving a call from either Amy, Emma, Tegan or Nikki asking for this information. Your cooperation in gathering this information would be greatly appreciated.

If you would like to call us at a convenient time for you to give us this information please feel free to give the office a call at the office during the times stated below:

- Monday's - Amy 8am - 3pm
- Tuesday's - Emma 9.30am-2.30pm
- Wednesday's - Amy 9am-3pm
- Thursday's - Emma 9.30am-2.30pm

Meet the Careline Office Team



Name: Julie Deacon

Position: Care Team Leader

A bit about me: I joined Careline in April 2016 where I became Business Development Manager and then Team Leader for the Care Team. My role is effectively building relationships and maintaining existing ones with all our valued customers. I manage a small team to reach profitable sales targets, make new business, cover all incoming shifts, deal effectively with complaints and ensuring high standard of customer care at all times.



Staff of the Month

Congratulations to **Dan Harris** who has been awarded our Careline Staff of the Month and will receive a letter of congratulations. Well done! This award is given for many different reasons such as staff going the extra mile, having a flexible approach, giving an outstanding service to our clients and their families and many more.

Welcome to Jess!

We have a new Care & Support Co-ordinator who will be working alongside Heather & Jenna! Jess Lane will be joining us on Monday 10th December. Jess will be covering Jenna's maternity leave and Jenna's last day at the office will be Friday 5th January. I'm sure you'll join us in welcoming Jess to the team!

Gifts policy - please be aware!

As an agency worker you may be offered gifts and/or legacies from Service Users, their relatives or their representatives. Especially over the festive period! As a general rule, agency staff must not accept any gifts, fees or rewards other than their proper remuneration. If however an agency staff member is offered a gift with **low monetary value** and it would appear to cause offence to the Service User if it was not accepted, then the gift may be accepted. Agency staff must inform the agency of any gifts accepted so that we can record it. Greeting and occasion cards are deemed to be acceptable whether given or received.

Timesheets

Don't forget to submit your timesheets to us as soon as possible after the work is completed - pay day is the last Friday of every month - timesheet cut off is Tuesday of the week BEFORE pay.



Our next training sessions are:

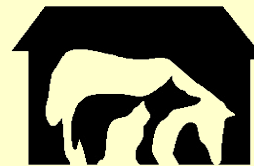
Saturday 9th December

9.30am-11.15pm Infection Control

11.30am-2pm Medication

Please give Tegan a call at the office if you would like to be booked on the training as spaces fill up fast or [email Tegan](mailto:tegan@carelineagency.co.uk)

First Aid, Health & Safety, Safeguarding Adults/Children, Mental Capacity Act and Personal & Professional Boundaries are mandatory when working for Careline and if these are not up-to-date, it could affect the work that is offered to you. If there is any training you would like to request, please [email Tegan](mailto:tegan@carelineagency.co.uk).



Second Chance Animal Rescue are an amazing charity who aim to rescue and rehome, where appropriate, ill-treated or abandoned animals to rescue, treat and return to the natural environment sick and abandoned wildlife and to educate the public on care of animals.

The Careline Team

www.carelineagency.co.uk
enquiries@carelineagency.co.uk