



# Newsletter January 2018



## Office Opening Times

The office opening hours for January are as normal, Monday to Friday 8am-5pm, Saturday 9am-5pm and Sunday 10am-2pm. We are open 7 days a week 365 days per year. Please ensure that you take the phone number of clients in case you have any issues out of office hours. If you have an issue with your shift, please call the office before 5pm.

## January Pay Day

January pay day is **Friday 26<sup>th</sup> January**. The cut off for timesheets is **Tuesday 16<sup>th</sup> January** but please do not hold timesheets, get timesheets in as soon as the work is completed to avoid delays.

## Increase to Pension Contributions

For all staff currently contributing to the pension scheme through Careline, please note the below changes to contributions from April 2018.

Date Effective	Employer minimum contribution	Staff Contribution	Total minimum contributions
Currently until 5 <sup>th</sup> April 2018	1%	1%	2%
6 April 2018 to 5 April 2019	2%	3%	5%
6 April 2019 onwards	3%	5%	8%

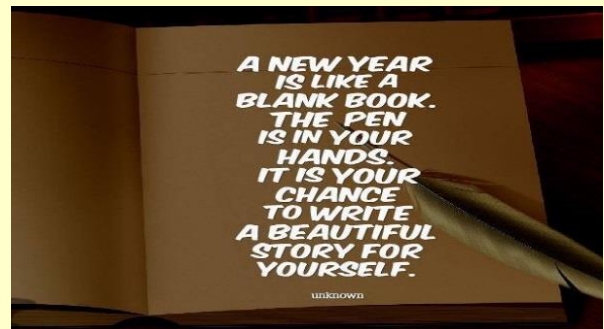
## Meet the Careline Office Team



**Name:** Amy Wightman

**Position:** Recruitment/Admin Officer

**A bit about me:** I joined Careline in May 2011 and have worked on all sections in the Careline office. I returned to work in May 2017 after taking a year off to have my daughter. I am now part-time on the Recruitment/Admin team and have a range of duties including processing applications and keeping track of stock. I am due to have my second baby in April 2018.



## Staff of the Month

Congratulations to **Anne-Marie Eveleigh** 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.

## Personal & Professional Boundaries

Please may we remind all Careline staff about our Personal and Professional Boundaries policy? It isn't acceptable to add clients or their families as "friends" on social media. Staff must never overstep professional boundaries and confuse befriending with friendship. If you are unsure of any of these policies, please don't hesitate to give us a call at the office and we can arrange a meeting to discuss this in a bit more detail.



Our next training sessions are:

**Saturday 20<sup>th</sup> January**

9.30am-11.15pm First Aid

11.30am-1pm Manual Handling

## Refer a friend - earn some money

Fancy earning an extra £30 in the new year? Refer a friend to Careline and once they have complete their first shift, we will pay £30 directly into your bank account on pay day! Please call the office if you would like some more information.



## ID Badge

All Careline staff should hold a Careline ID badge that is taken to every shift. If you don't have one, or your current one is out of date, please contact the office to request one.

## 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.



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***

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