

- 1 It is the intent of OPTIONS to meet all staffing ratios called for by either regulations or contract. The following methods will be employed to meet such staffing ratios:
  - 1.1 Weekly staff schedules will be maintained at all sites where services are provided. The staff schedules will be compared to payroll records to track actual hours worked.
  - 1.2 A list of on-call relief staff will be maintained. This list will include employees available to fill in as needed when a given shift is open.
  - 1.3 An on-call system will be maintained for communication of staffing issues during times when supervisors are not normally working.
  - 1.4 If a direct care staff member is not available to work, then the following persons will be responsible for filling in the shift:
    - 1.4.1 Supervisor/QIDP
    - 1.4.2 Manager
    - 1.4.3 Director
    - 1.4.4 COO
    - 1.4.5 CEO
  - 1.5 If one of the exempt management personnel fills a direct care shift, it will be in addition to normal duties. However, it will be noted on the time card and schedule at the site in order to indicate hours of service provided.

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