**Outreach Hours Policy**

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| **POLICY** | Staff must be available until the end of their shift. |
| **PURPOSE** | To assure that all calls and concerns are responded to during the hours of operation. |
| **PROCEDURE** | * Outreach workers should return from street outreach **no earlier than** 20 minutes prior to the end of shift to complete paperwork and/or enter contact data. Workers must be available to answer response calls or other outreach requests **up until no less than** 40 minutes before the end of shift.
* During weather emergencies, teams may be expected to answer response calls later than 40 minutes before the end of their shift, dependent on team availability. In such circumstances, every effort will be made to ensure that responding teams complete their shift on time, as possible. Responding teams who are nearing the end of their shift may be relieved by a team whose shift extends beyond that of the responding team, if available.
* If an outreach staff person must leave before the end of his/her shift, a supervisor should be notified.
* Dispatchers must be prepared to answer calls until the end of the shift.
* Dispatchers and staff who must remain after the end of the shift should notify their supervisor the next day.
* Outreach staff or dispatchers who foresee staying longer than one hour after the end of their shift should consult their supervisor in advance.
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