


SOP#			
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Approval		SOP Owner	K Reams

## Standard Operation Procedure

### Employee Welfare Check-in

**PURPOSE:**

Employees miss scheduled shifts for a variety of reasons. At times, they do not call to notify their supervisor. This procedure is to give guidelines for managers so they feel confident in the steps to take before calling law enforcement agencies to conduct an employee welfare check.

**SCOPE:**

This procedure is for all Cascade Connections program directors and managers.

**PREREQUISITES:**

If an employee does not show up for work, first call and leave a voicemail (if they don't answer) saying, "We're concerned that you didn't"

- Return from lunch/break today
- Missed your shift without calling in
- Haven't returned our text messages, email or phone calls

"We are worried about your welfare. Would you please contact us so that we know you're okay?" (In a case where it seems plausible the person just walked off the job, you could add this: "If you are not returning, you will see your final pay on the next scheduled pay day. But primarily we're concerned about your safety.")

**PROCEDURE:**

If no response, contact the person listed as emergency contact in Sentric and see if they will check on the employee.

If the employee does not have an emergency contacted listed, and you don't hear from the person in a reasonable time period, call again and this time say, "We're

really worried about whether you're okay and we're going to send the police to your home to do a welfare check, so please let us know if that's not necessary."

Then, call the police; explain that someone did not return or show up to work when expected and that you are concerned for their safety. Ask if it is possible for them to do a welfare check, where they go by the employee's house and make sure they are okay.