
Call out Protocol

When health coach is sick and will not be at work please do the following:

Get Rest and Get Better!

- Text LROD and Rita Ravenna as soon as possible
 - LROD 559.974.7554
 - Rita R 847.612.5816
- Indicate in the text message if you have any Advocate Aurora phone coaching sessions scheduled that day
- If possible, update your Slack status to indicate you are out ill
- If possible, update your OOO message in CoachSpect to indicate you are out sick
- If possible, email your phone coaching members and let them know you are out sick and will reschedule when back in office.
- If not possible, when you text LROD and Rita indicate that you need help with contacting members to let them know you will not be able to call them and indicate if you have any Advocate members on your schedule for the day.

To make it possible for LROD and Rita to contact your members to notify them you will not be calling them:

- Ensure that Tasks in CoachSpect for each member clearly indicate which are Phone Calls/Video with the words “Phone” or “Call” or “Video” so they are easy to identify.
- Ensure your Task list matches your Calendar so no one is accidentally missed in the notification.

