



Contacting JAM CARE in 2023

✓ Dos

Call us on **01952 443613** to report your absence

Email your non-urgent queries and expect a reply between 9am and 5pm

Call us on **01952 443613** between 9am and 5pm for any queries – we are happy to help

Message us using WhatsApp **07485 398533**

Use People HR to book your holiday – this is available 24/7

✗ Don'ts

Please don't use the WhatsApp number to call us. It is only to be used for messages.

Please don't call individual Head Office Team mobiles please use **01952 443613**

Please don't expect a reply to your voicemail or WhatsApp message after 5pm. Most messages will be answered during office hours 9am-5pm

Please don't send texts after 5pm as the messaging phone won't be monitored after 5pm

JAM CARE is a 24/7 business, however, on-call hours start at 5pm and often one person has the responsibility for dealing with the communications. Therefore, we ask that only vital reasons are called in.

Vital reasons to call outside office hours are:

To report your sickness/absence/inability to attend shift

To inform us you're running late for shift

To let us know about a client emergency

To speak with Clinical about an urgent client issue

Remember...

Non-urgent requests and queries include; pay queries, holiday bookings, shift checks, rota checks, colleague checks, refer a friend. For further information, to talk this through with a colleague or just to ask any question that you think of, please call us on 01952 443613 between 9am and 5pm and we will be happy to help, explain and guide you through this change. ~ Your Head Office Team **#TeamJAM**