

Telephone Recording System Instructions

TRS Number: 08000322240

The TRS System records the time of your arrival and departure at each call funded by DCC.

To register your TRS number:

1. Call the TRS number (08000322240)
2. Enter your pin (286.....)
3. Follow the directions and record your name when prompted

To use the System in a service user's home

Scenario 1 – Arrive at the scheduled time

1. Register arrival

Dial the TRS number (08000322240)

Enter your pin

Follow the prompts.

“To register your arrival, press 1”

“If you arrived at the scheduled time, press 1”

“Arrival registered.” Once the call is registered, you can hang up.

Scenario 2 – Arrive early or late

1. Register arrival

Dial the TRS number (08000322240)

Enter your pin

Follow the prompts.

“To register your arrival, press 1”

“If you arrived at the scheduled time, press 1, if not press 2”

- Enter 15# (for 15 mins) when asked how long ago you arrived.
- If this is correct, press 1. If not, press 2.

Scenario 3 - Register your departure

You will need to refer to the service codes below to enable you to enter the correct service code.

a) You have carried out Meal Preparation at your client's house and you stayed the allocated time.

- Dial the TRS number and enter your own PIN.
- Listen and enter the appropriate option for a departure.
- Enter the service code for Meal Preparation.
- You have no more services to enter therefore, press 2.
- You can hang up after hearing "registered" because you stayed the allocated time.

SERVICE CODES

31 - Domestic Assistance

32 - Personal Care

34 - Meal Preparation

35 - Medication

36 - Fire Lighting

37 - Sitting Service

44 - Other