



Work Week & Daily Work Limit Reminders

WORK WEEK/DAILY WORK LIMITS (WWL/DWL)

- Your WWL is the total number of hours you can provide in a work week (Sunday through Saturday).
- Standard is 40 hours per week.
- Your DWL is the total number of hours you can provide in a work day.
- Standard is 8 service hours per day.
- You may not work more than 40 hours per week or 8 hours per day unless pre-approved by CDAK.
- It is your responsibility to balance your client-assigned hours within your approved WWL/DWL.
- Travel time between clients and training time count toward your WWL/DWL.
- Unapproved overtime is not allowed except in emergent situations.
 - » An emergent situation is a situation that requires a caregiver to stay with the client because of a risk to their health or safety.
 - » The caregiver should stay with the client until emergency personnel arrive or the client reaches the hospital, whichever is soonest.
 - » The caregiver will contact CDAK as soon as possible but within 24 hours of the event to report the emergent situation and overtime.

SCHEDULING WORK TIME

- Clients set work schedules based upon their approved hours and tasks.
- You must work with the client for any schedule changes.
- You must notify your client if you are unable to work.
- Not showing up or being late for work may result in your client terminating your employment.
- Both you and the client are responsible for monitoring hours and ensuring the client's approved hours are not exceeded.
- It is your responsibility to balance the number of hours assigned to you by each client within the standard WWL/DWL.
- Clients assign hours to their caregivers, and you will be able to see the type of service authorized for you in the DirectMy Care (DMC) web portal.
- Clients are required to create and maintain their Emergency and Backup Plan, and the client should use this plan if their paid caregiver cannot work regularly scheduled hours.
- Unapproved overtime is subject to corrective action.
- If an extension of work week or daily work limits is warranted, a formal request must be made with by submitting the WWL/DWL Temporary Increase Request Form to InfoCDAK@ConsumerDirectCare.com.

Have questions? Please contact us today!



InfoCDAK@ConsumerDirectCare.com



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