

[Agency name] Caregiver Call-Off Policy

Effective date: ____ · Reviewed: ____

This policy explains how to tell us when you can't work a scheduled shift, what we do next, and how we keep extra shifts fair. Our clients count on a caregiver showing up. You count on us to treat you fairly when life gets in the way. This policy is how we do both.

1. How to call off

Call the scheduling line at ____ (phone call, not a text or a group chat). If no one answers, leave a voicemail with your name, the client, and the shift, then text ____ so we see it. A call-off isn't received until someone from the office confirms it back to you. If you don't hear back within 15 minutes, call again.

Don't call off by telling the client or the family. We'll tell them.

2. Notice we ask for, by shift

SHIFT	PLEASE CALL OFF BY
Morning (starts ____)	____ the night before
Afternoon / PM (starts ____)	____ that day
Overnight (starts ____)	____ that day
Live-in or 24-hour	____ hours before start

These are what we ask for so we have time to find cover. If you're sick and can't give this much notice, see section 3. You won't be disciplined for using protected sick leave because you couldn't call earlier.

3. When you're sick: California paid sick leave

- You earn paid sick leave under California law and [our accrual plan / our up-front grant of ____ hours]. You can use at least 40 hours or 5 days a year, as the law allows.
- You can use it when you're sick, for a medical appointment, for preventive care, or to care for a family member who is sick, and for the other reasons the law covers.
- If you know ahead of time (an appointment, a procedure), tell us as early as you reasonably can.
- If it's sudden, tell us as soon as you can. Use the scheduling line in section 1.
- We won't require a doctor's note for you to use paid sick leave.
- The smallest amount you can use at one time is ____ hours (no more than 2).
- Using paid sick leave you've earned and have available never counts as an attendance occurrence and won't be held against you.

- Sick pay is paid no later than the next regular payday.

4. Who covers the shift

The office finds cover, not you. You never have to find your own replacement to use sick leave. If you'd like to suggest someone who knows the client, you can, but you don't have to.

5. Who tells the family

The office tells the client and family that their caregiver has changed, who is coming, and when. If we can't find cover, the office calls the family to work out what happens next. Caregivers don't need to make this call.

6. Shift swaps

You may swap a shift with another caregiver only if the scheduler approves it first, in writing (a text from the office counts). The caregiver taking the shift has to be trained for that client. An unapproved swap counts as a missed shift for the caregiver who was scheduled.

7. No-call no-show

A no-call no-show is missing a scheduled shift without calling the scheduling line [before the shift starts / within ____ hours of the start]. If you were too sick or hurt to call, call as soon as you're able and we'll treat it under section 3.

A first no-call no-show leads to a meeting with _____. [A second within _____ months leads to a written warning. A third may end your employment.] We apply these steps the same way to everyone.

8. When a visit is cancelled on you

If you come in for a scheduled shift and get less than half of it because the family or the office cancelled, we pay reporting time pay under California's rules: half the scheduled shift, at least 2 hours and no more than 4, at your regular rate. We'll tell you about cancellations as early as we can so you don't make the trip.

9. Picking up extra shifts: fair rotation

When a shift opens up, the office asks in this order:

1. Caregivers who already know the client
2. Caregivers who've told us they want shifts at that time of day
3. Caregivers who won't go into overtime by taking it

Within each group we go down a rotation list, so the same person isn't always asked first. Saying no to an open shift is never held against you. Tell the office if you want to be on, or off, the short-notice list.

10. Rest after extra shifts

If you pick up ____ or more extra shifts in a week, the scheduler will offer you a day off within the next ____ days, where the schedule allows. If you're too tired to work safely, tell us. That's a reason to change the schedule, not a mark against you.

11. Call-offs that aren't sick leave

If you call off for a reason that isn't protected leave, or you have no sick leave available, follow the same steps in sections 1 and 2. Repeated unprotected call-offs follow these steps: ____ [a conversation / a written note / a final warning]. We write each step down and apply it the same way to everyone.

This policy doesn't change any right you have under law. Where the law gives you more, the law wins.

12. Signature

I've read this policy and had the chance to ask questions.

Caregiver name: ____ Signature: ____ Date: ____

Office: ____ Signature: ____ Date: ____