1. Who can work the holidays

Send this round before you build the schedule. Each caregiver marks every holiday: yes, no, or the hours they can do.

Answers due by _____

Holiday schedule sent by _____

Holidays off each caregiver can ask for 2

CAREGIVER	PHONE	THANKSGIVING Thu 26 Nov	CHRISTMAS EVE Thu 24 Dec	CHRISTMAS DAY Fri 25 Dec	NEW YEAR'S EVE Thu 31 Dec	NEW YEAR'S DAY Fri 1 Jan	HAD OFF LAST YEAR

CAREGIVER	PHONE	THANKSGIVING Thu 26 Nov	CHRISTMAS EVE Thu 24 Dec	CHRISTMAS DAY Fri 25 Dec	NEW YEAR'S EVE Thu 31 Dec	NEW YEAR'S DAY Fri 1 Jan	HAD OFF LAST YEAR

2. Clients on the holidays

One line per client. Ask each family this week what they plan for each holiday: their answer changes the hours you need to cover.

CLIENT	HOLIDAYS AND HOURS	FAMILY THERE?	CAREGIVER	BACKUP 1	BACKUP 2

3. The call order

What happens, in order, when someone calls off on a holiday. Post it where the person on shift can see it.

Who takes the call-off

FOR WHICH CLIENTS OR AREA	WHO TAKES THE CALL	THEIR PHONE

Manager on call for the holidays _____ **Their phone** _____

Backup agency, if you use one _____ **Their phone** _____

Call-down list

Caregivers who said they'd pick up an extra holiday visit.

NAME	ROLE	PHONE	CAN WORK days, shifts

If nobody says yes within _____ minutes, or after _____ calls, stop calling down the list and call _____.

If a family will notice the change

Hi, this is [your name] from [facility or agency]. I wanted you to hear it from us first. [Resident or client]'s usual [staff member or caregiver] is out today. [Name] is covering, and they've been told about [her or his] routine. I'll call you again by [time], or sooner if anything changes.

Who answers when someone calls off at 2am on Christmas Eve?

_____

4. Five things to do this week

So the plan holds on the night.

1. **Post the holiday schedule by** _____
   Every caregiver gets it on the same day, so nobody hears their holiday second-hand.

2. **Trades in writing by** _____
   A trade counts once the scheduler approves it in writing. A text from the office is enough. The person taking the shift has to be trained for it.

3. **Keep this year's list**
   File the request list when the holidays are over. Next year's "had off last year" column comes from it, not from memory.

4. **Line up extra help now, not on the night**
   Ask your caregivers who'd take an extra holiday visit, and add them to the call-down list. If you use a backup agency, ask who they have on the five dates.

5. **Confirm the day before**
   Text everyone on a holiday visit the day before and ask for a yes back. Start the call-down list for anyone who hasn't answered by _____.

California paid sick leave still applies on holidays. You can ask for notice and set trade rules. You can't count a staff member's earned, available sick leave against them, or make them find their own replacement. A sudden illness only needs notice as soon as practicable. Not legal advice.

Free to print, copy and change. From nextloopco.com/holiday-call-off-plan

How we staff the holidays

The holidays are when our caregivers most want to be home, and when your family most needs us. So we plan them early.

Every holiday visit has a scheduled caregiver and two named backups, set before the day. If someone can't make it, the call goes to one person, and we work down a set list until the visit is covered.

If the caregiver coming to your home changes on a holiday, we'll tell you who's coming before they arrive.

Questions about the holidays? Call [name] at [phone].

From all of us at _____