Holiday call-off plan _____

1. How holiday requests work

Set the rules before the request list goes up, so nobody argues about them after. Change any of them to match how you run it.

Who schedules each unit

For example: assisted living and memory care by the ADON, skilled nursing by the scheduler.

UNIT	WHO SCHEDULES IT	NEED ON DAY e.g. 2 nurses, 6 CNAs	NEED ON EVENING	NEED ON NIGHT

The dates

Request list goes up _____

Requests due _____

Holiday schedule posted _____

The rules

1. Each person picks up to 2 holidays they want off, as a first and second choice.
2. A holiday that lands on your regular day off counts as one of your picks. To get a different one off as well, trade with someone.
3. When more people ask for a holiday than the unit can spare, it goes by seniority. Anyone who had that holiday off last year goes behind everyone who didn't.
4. Once the schedule is posted, trades are between two people and approved in writing by _____.

Anything else

_____

_____

_____

2. The holiday request list

Post it on the unit. Each person writes their two picks; the scheduler fills in the last column. Print more copies of this page if your staff runs past the end.

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

NAME	ROLE	UNIT	HIRE DATE	HAD OFF LAST YEAR	1ST PICK	2ND PICK	GETS OFF

NAME	ROLE	UNIT	HIRE DATE	HAD OFF LAST YEAR	1ST PICK	2ND PICK	GETS OFF

3. Shifts still short

Once requests are granted, list every holiday shift that still needs someone, then who you asked and who took it.

HOLIDAY	SHIFT	UNIT	SHORT role, how many	ASKED	FILLED BY

4. 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 UNIT	WHO TAKES THE CALL	THEIR PHONE

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

Registry or staffing agency _____ **Their phone** _____

Call-down list

Per diem and part-time staff who said they'd pick up a holiday shift.

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?

_____

5. Five things to do this week

So the plan holds on the night.

1. **Post the holiday schedule by _____**
   Every unit sees 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 the registry now, not on the night**
   Call your registry or staffing agency this week. Ask who's open on the five dates, what they need from you, and the number to call after hours.

5. **Confirm the day before**
   Text everyone on a holiday shift 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 staff most want to be home, and when your family most needs us here. So we plan them early.

Our holiday schedule is set weeks ahead, and every unit has a list of staff ready to step in. If someone can't make it, the call goes to the person in charge, and we work down that list until the shift is covered.

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

From all of us at _____