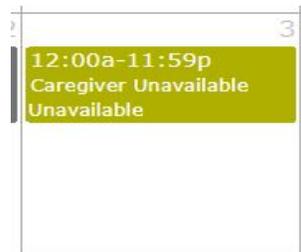


Updated Process and Procedure: Caregiver Request Time Off

- **Request Time Off:** Starting on the effective date of July 1st, 2020, we will no longer use or accept paper forms to request time off. You can now choose between two different options to request time off:
 - Option 1: Use the ClearCareGo App for caregivers
 - Option 2: Verbally speak with a Service Supervisor, on the phone or in person

- **Requesting via ClearCareGo App:** Caregivers who have the ClearCareGo app will need to use the app to request time off. If a caregiver is scheduled for a visit during the time that they need to request off, the app will not allow them to submit it and they will need to call the office.
 - When a Caregiver submits a time off request via the ClearCareGo app, their Service Supervisor will need to approve that request. All the time off requests will be yellow in ClearCare.

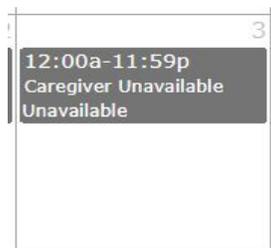
A Request in ClearCare



A Denied Request in Clear Care



An Approved Request in Clear Care





- **Requesting via Phone Call/In Person:** If a Caregiver needs to request time off and does not have the ClearCareGo App, they will need to speak with their Service Supervisor about the day they need to take off. Their Service Supervisor will adjust the shift accordingly and add a note and documentation into ClearCare. The tag “Employee Time-Off Request” must be used.

- **After Hours:** If a Caregiver calls to ask about or request time off outside of regular office hours, the office employee will submit a ClearCare task to that caregiver’s Service Supervisor.
 - **Office employees:** you will want to include the caregiver’s name and the affected client’s name, along with a brief note. If a caregiver calls to request time off for the next day, please remove the caregiver from the schedule as a caregiver callout.

- **I’m a caregiver. How will I know if my time off request was approved?**
 - 1) If you have the ClearCareGo App, check your schedule and use the color code shown above to see if your time has been approved!
 - 2) Call the office; anyone should be able to look up your schedule and tell you the status of your time off request.