**Zenith Care Recruitment**

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**Shift Cancellation Policy for Staff**

We believe in transparency at Zenith Care Recruitment, so we wanted to provide you with some more clarity on our **shift cancellation policy.**

We understand that cancellations are sometimes unavoidable. However, cancellations at the last minute can be very damaging for support workers, carers, Councils, and most importantly, the clients. This is why our system automatically tracks when a shift is cancelled less than 24 hours before a shift starts.

If a *staff* cancels 2 shifts, less than 24 hours before the start of a shift, within 30 days of each other - they’ll be investigated by a member of our team to stop this from happening. Remember, if you are turned away from a shift you were confirmed to work which wasn’t cancelled, you may be entitled to some compensation, so make sure to contact your Line Manager.

Equally, you won’t be able to book any new shifts until you’ve spoken to a member of the team or your line manager to discuss the situation. This might lead to penalty charge, or you are cleared. During this time, you’ll still be able to attend any booked shifts and submit timesheets.

If a staff complete induction shifts and did not cover all booked shifts, the payment for the induction will not be paid.

**Communicating** about cancellations is the most important thing, that’s why we encourage you to cancel any booked shift you can no longer attend as soon as possible by information the office 24 hours before the shift. If you do not cancel a shift and then do not attend the booked shift, you will be held accountable for this.

We hope this information has provided some clarity on our policy, but if you have any further questions, please feel free to get in touch.

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| Signed: | \_\_\_\_\_\_\_Kechi Anyanwu\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: | \_\_\_\_\_\_05th November 2021\_\_\_\_\_\_\_\_\_\_\_\_ |
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