

Tracking Call Offs in TeamBridge

Last Modified on 02/24/2025 12:24 pm CST



Here at Procare + Labor Management we are committed to providing excellence in all things, including our training resources. We hope this article will be of assistance to you with your scheduling expertise. Please see article details below and reach out if you have any additional questions to labor@procarehr.com.

Article: Tracking Call Offs in TeamBridge

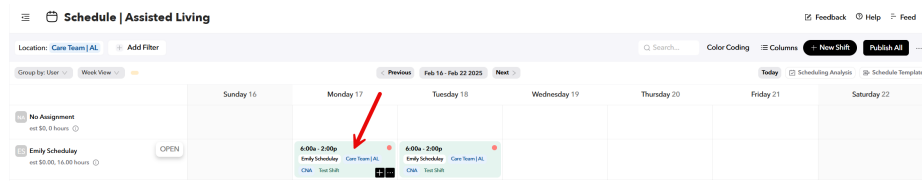
Video

Reference: https://www.canva.com/design/DAGe07fKdds/cM4UadEMBwnEtrv10Vluyw/watch?utm_content=DAGe07fKdds&utm_campaign=designshare&utm_medium=link2&utm_source=uniquelinks&utm_term=0

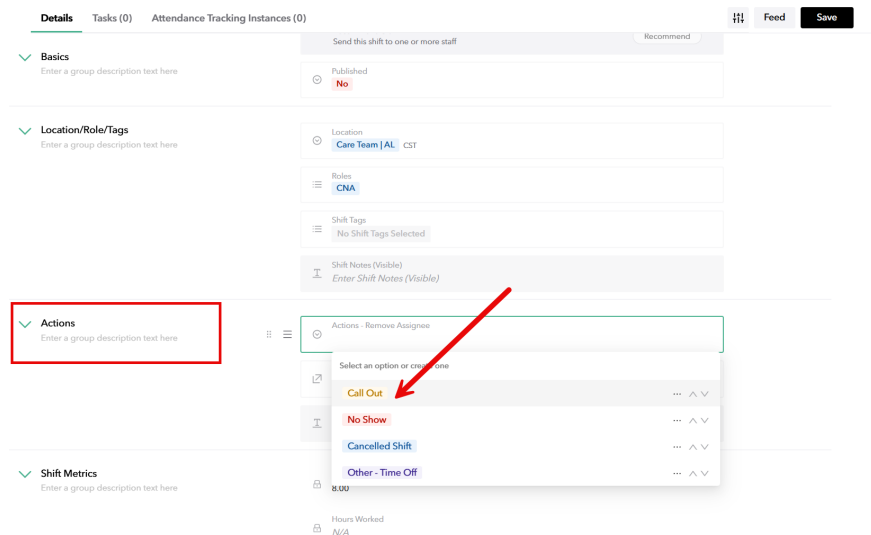
Process:

Marking a Call Off:

1. Navigate to the specific shift that the employee is calling out from and click on the shift.
- 2.



3. Go to the "Actions" section within the shift details and click on the "Remove Assignee" area.
4. Select the "Call Out" or "No Show" option from the available choices.
 1. ****Reminder**** – Time off syncs automatically from UKG to Team Bridge for approved PTO.
 2. Use **"Cancelled Shift"** for shifts canceled due to resident census drops or other non-performance-related reasons.
 3. Use **"Other Time Off"** for unpaid time off or marking unavailability on the schedule



5. In the shift notes section, add relevant details such as "Called off due to sickness."
6. Click "Save" to update the shift status.

ps (0)

Send this shift to one or more staff

Published **No**

Location: Care Team | AL CST

Roles: CNA

Shift Tags: No Shift Tags Selected

Shift Notes (Visible): Enter Shift Notes (Visible)

Actions - Remove Assignee: No Actions - Remove Assignee Selected

Previously Assigned To: No Previously Assigned To Selected

Shift Notes (Hidden from Team Members): Called off due to sickness

Feed Save

7. Refresh the schedule to reflect the employee as unavailable during the specified time. Also note the shift then becomes open and will be posted in the "No Assignment" area.

Schedule | Assisted Living

Location: Care Team | AL Add Filter

Group by: User Week View

| | Sunday 16 | Monday 17 | Tuesday 18 | Wednesday 19 | Thursday 20 | Friday 21 | Saturday 22 |
|-----------------|-----------|---|---|--------------|-------------|-----------|-------------|
| No Assignment | | 6:00a - 2:00p Care Team AL CST | | | | | |
| Emily Schenkley | | Feb 17, 6:00am - Feb 17, 2:00pm Unavailable (Time Off) | 6:00a - 2:00p Emily Schenkley Care Team AL CST | | | | |

Reviewing History of Call Offs

1. Ongoing, to check attendance, navigate to the "Attendance Tracking" section to see the details of the call off
2. If needed, print or export the attendance records for performance or other purposes.

Manage + Review

Shifts - Do Not Delete (Filtered on 'Previously Assigned to') 1

Previously Assigned To: Is Not Empty

Filter: Previously Assigned To: Actions - Remove Asst... Shift Notes (Hidden from Team Members)

Template: Location: Care Team | AL Rules: CNA

Attendance Tracking...

Print

For any additional questions, please contact the Labor Management team at labor@procarehr.com and we would be more than happy to assist!