Cancellation Policy

This policy outlines compensation eligibility related to shift cancellations, call-outs, and attendance.

Facility or NWSN-Initiated Cancellations

- If the facility or NWSN cancels a scheduled shift **within 24 hours** of the start time, the employee will receive **full compensation** for the scheduled shift.
- If the facility or NWSN cancels a scheduled shift **between 24 and 72 hours** prior to the start time, the employee will receive **50% of the scheduled shift compensation**.

Employee Call-Outs

- If an employee calls out for a scheduled shift **with proper notice**, the employee will **not receive compensation** for the shift but may use **Washington Paid Sick Leave**, if applicable and eligible.

No Call / No Show

- If an employee fails to report to a scheduled shift **without notice** (no call/no show), the employee is **not eligible for any compensation** for that shift.

Dismissal for Performance

- If an employee is dismissed from a facility due to performance-related concerns, **compensation eligibility will be reviewed on a case-by-case basis**.

Policy Reviewed January 2026