Canceling Shifts

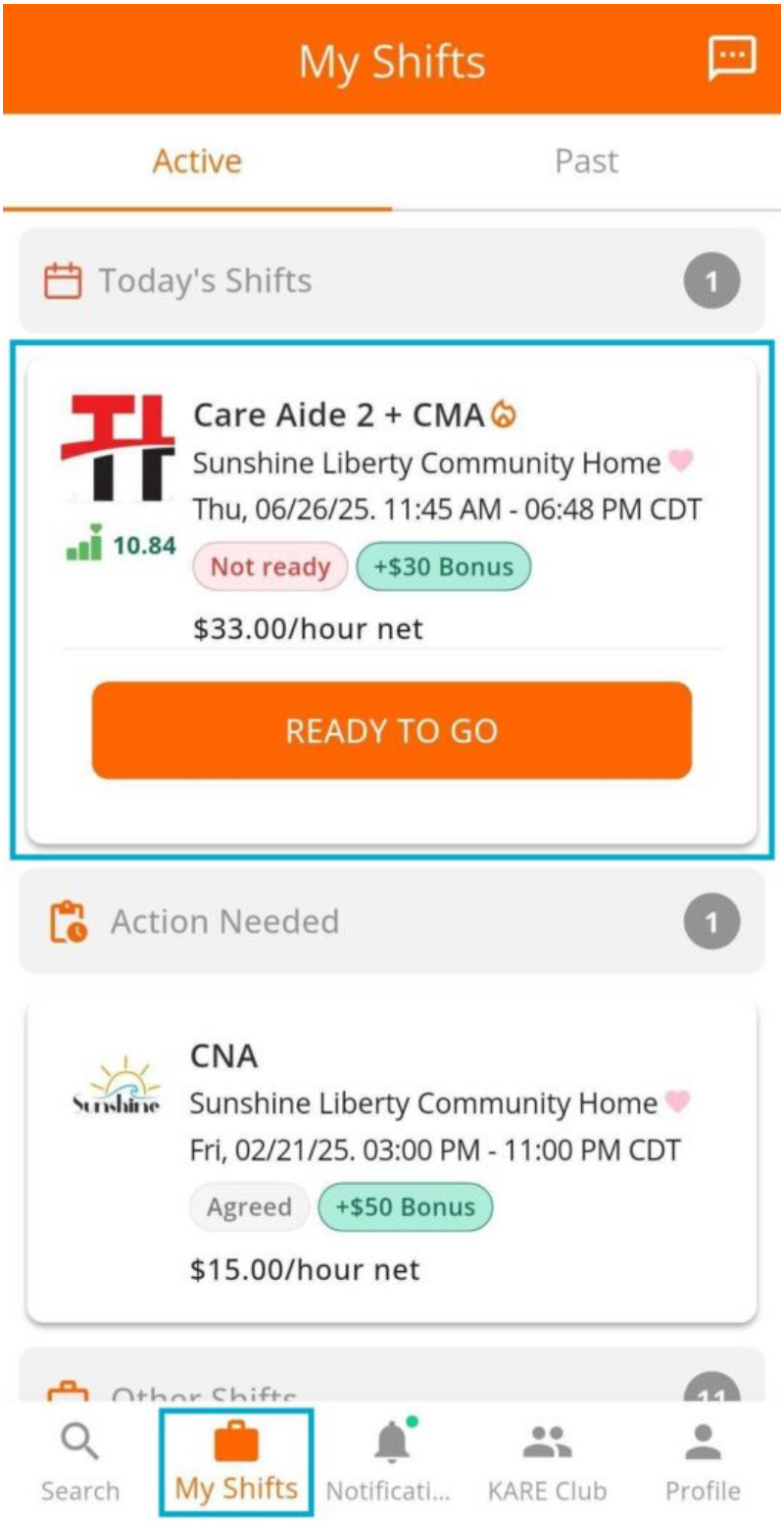
How to Manage Shifts in KARE Heroes · https://doyoukare.com/docs/heroes/using-kare-hero/canceling-shifts/

Overview

Life happens, and sometimes things come up that result in a need to cancel a shift. In this guide, we will talk about how to cancel a shift that you are confirmed for, best practices, and any additional points that you need to know before canceling.

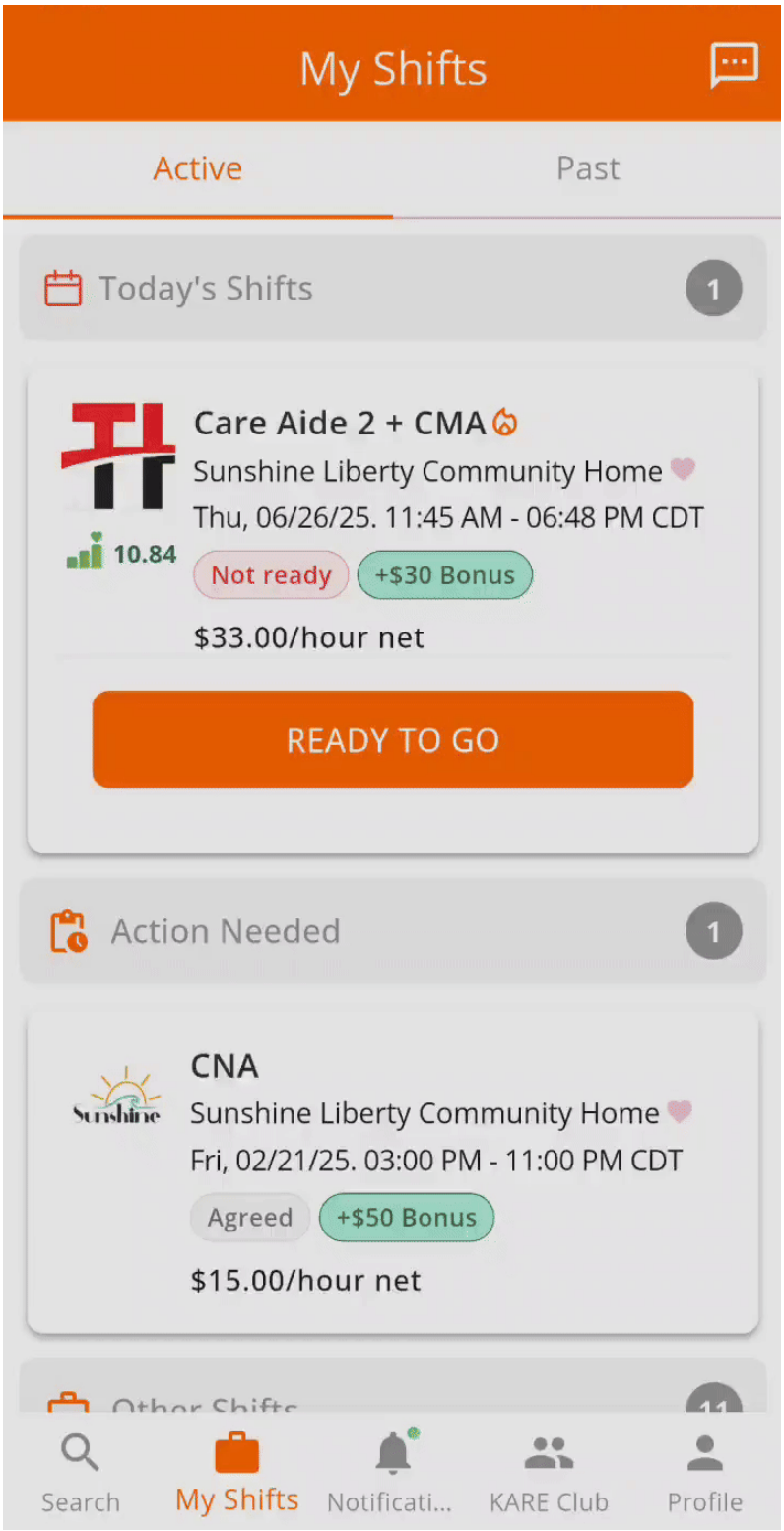
How to Cancel a Shift

To cancel a shift, go to your *My Shifts* tab and tap on the shift that you want to cancel.



Once you have tapped on the shift card, a **Cancel** button will display at the bottom of the screen. After tapping the button, a pop up will appear informing you about impacts of canceling the shift. **Please read through these impacts.** Click **Yes** to proceed with the cancellation. After this, a

screen will display asking for the reason of cancellation. These notes will help the KARE support team in understanding why you are canceling a confirmed shift.



How Cancellations Affect You

Canceling a shift can affect your standing on KARE depending on:

- How soon you canceled prior to start time
- How many cancellations you have
- If you are on probation

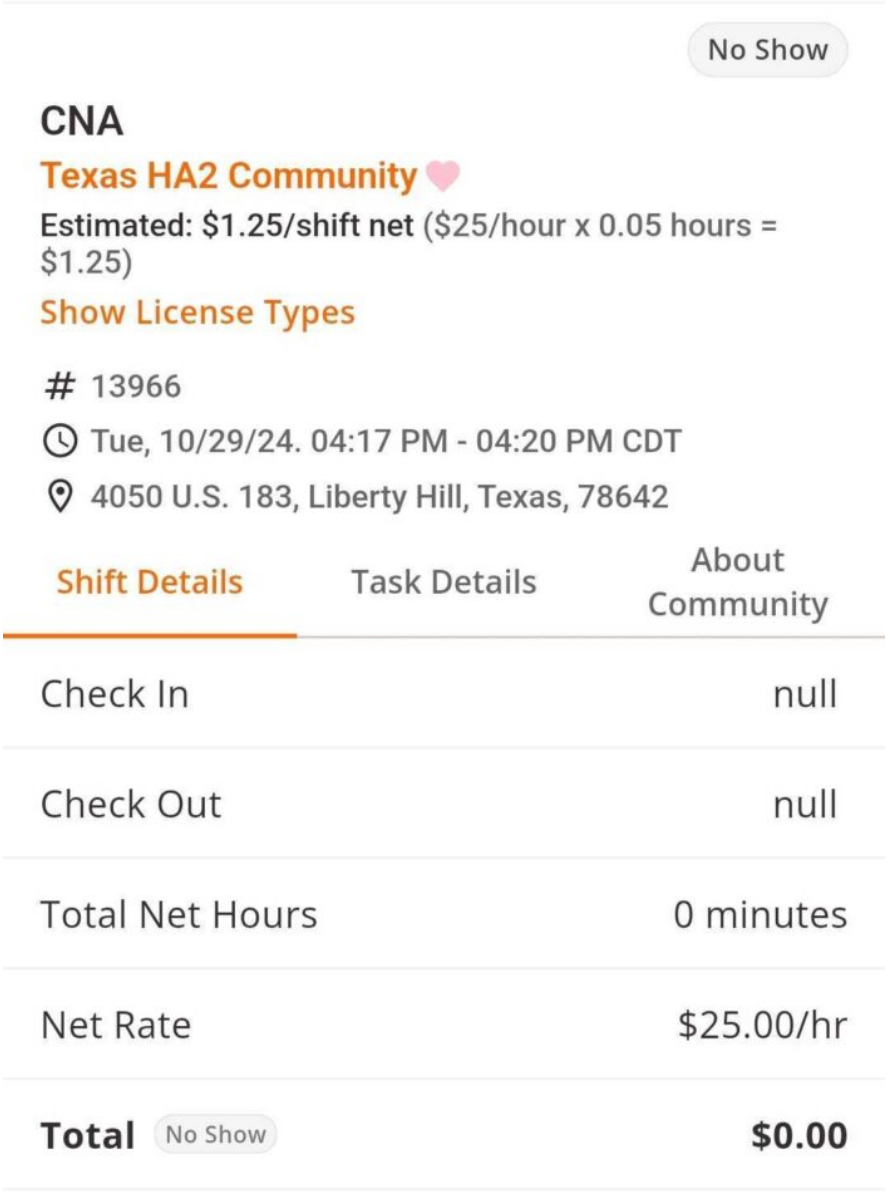
In most instances, canceling a shift through Last Minute 12 hours or less before the start time can be especially detrimental to communities and will result in a 7-day suspension.

i Note: If you still have any shifts to work once your suspension is activated, you will still be able to work them, however, you will not be able to apply for any new shifts during your suspension.

No Shows

A **No Show** is when you do not check in to a shift and the shift time starts. Anytime a no show occurs, Heroes are subject to suspension and potential dismissal from the platform depending on their history. A HERO is likely to be dismissed from the platform if:

- HERO has a low reliability score
- HERO has a history of no showing multiple times
- HERO has spoke with KARE before about best practices but not followed them after no shows or cancellations
- HERO has a habit of canceling under 48 hours repeatedly



It's important to try to avoid No Shows as much as possible. Emergencies will happen, and we will cover what to do in those scenarios in the **best practices for canceling** section.

Best Practices for Canceling

While cancellations and no-shows may happen, it is important to follow best practices to minimize any negative ramifications that occur when canceling/no showing.

1. Always communicate cancellations and no shows to a Community
    1. Communities will be appreciative of any advance notice given about why you may have to cancel a shift and will be more likely to allow returns.
2. Cancel shifts earlier if you have to
    1. Give Communities as much time to find a replacement for a canceled shift. This will give the Communities ample time to seek out other Heroes.
    2. Canceling 48+ hours before a shift will affect on your Reliability Score.
3. Speak with KARE Support team members when they reach out
    1. Part of KARE's protocol is to reach out to Heroes to verify reasons for canceling/no show. If a KARE team member reaches out, we encourage you to speak with them and explain why a cancellation or no show occurred.

Need Help?

Our KARE Support Team is here for you:

- **General Support:** (832) 380-8740
- **In-App Messaging:** Available daily in the KARE app.
- **Email:** herosupport@doyoukare.com

We will get back to you as quickly as possible.

Additional Resources

KARE Contact Schedules