

How Relief Care Works

Relief care (OR570) or sometimes referred to as overnights are 24 hour shifts. 16 of those hours are considered “awake” time, and eight of those hours are allowed for you to sleep.

When submitting a relief care claim you must claim at least 16 hours but no more than 24 hours. Regardless, you are paid a flat daily rate equivalent to 16 hours. Only 16 hours of the 24 hour shift count towards your 40 hours per week.

Since relief care are considered 24 hour shifts (even if you only claim 16 hours), no one, including yourself, can claim hours within 24 hours from the start of that shift. If a provider submits a claim within that 24 hour period the claim that is submitted second will be suspended as an overlapping/duplicate claim.

If you work more than 24 hours, you need to clock out after 24 hours and then clock back in under attendant care or relief care if you are working another 24 hour shift.