



Staff Scheduling Office Procedures

Orientation

Staff Scheduling Office Functions

Schedulers:

- Collect and compile information to build a schedule for posting
- Three (3) Schedulers for all nursing units across all four sites
 - Lu-Ann Dainard x 2286
 - Joanne Gliddon x 2727
 - Shirlene Wannamaker x 2339

Staffing:

- Deals with additions/changes to a posted schedule
- Vocantis: texting/calling/email system for shift offers

Forms

- Scheduling Information for ONA
- Scheduling Information for UNIFOR

- The first column specifies the date of the schedule. For the most part, schedules are 6 weeks in length. ONA has language for a 12-wk summer schedule. Sometimes schedules will be changed to 4 weeks or 8 weeks i.e. Christmas schedules in order to have Christmas and New Years on one schedule
- The 2nd column is the request period. Online requests are submitted via the online request form. If the form is submitted too early or too late, it will not be considered
- The 3rd column is the date that the schedule will be posted. Schedules are posted no later than 1530 hrs. on this date. An actual paper schedule is posted on each unit. ONA schedules are posted 3 weeks prior to the start of a schedule and UNIFOR is posted 2 weeks prior to the start

Vacation Planners

Vacation planners for both unions are posted twice a year for a 6 month period

- This form shows:
 - What the vacation period is
 - When the planner is posted/taken down
 - When a preapproved list of vacation is posted
- Vacation is granted by seniority
- If you have granted vacation from a unit and you move to another unit, the preapproved vacation goes with you

Request for Time Off Prior to Posting of Schedule

An online request form for requesting time off

- Very user friendly and can be accessed on any computer on the nursing units
- Fill in the fields and click on “submit” to send it
- One copy goes to the Manager and one to the Scheduler
- Please remember to submit during the specified timeframe, as too early or too late submissions will not be considered
- Requests are granted on a first come first served basis
- During the summer period for ONA and at Christmas, the requests are granted by seniority
- Requested time off is not a guarantee, but a consideration for accommodation

ONA Part Time Commitment Form

This form can be found on the Intranet

- New part time (PT) employees are asked to submit this form to their Scheduler as soon as possible
 - Otherwise this form can be submitted twice a year
- Schedules are built based on pay periods (2 weeks)
- Part time commitment is considered 45 hrs. per pay period
- You can request to be scheduled additional hours, if the shifts are available
- You can request up to 75 hrs. per pay period
- This is for prescheduling only; does not affect call-ins

UNIFOR Commitment

This is only for prescheduling; not call-ins

- Must be submitted in writing (email) to your Scheduler, if you only want to be prescheduled up to 45 hrs. per pay period (there is no form)
- Please notify your scheduler as soon as possible
- If you do not want to be capped at 45 hrs., there is no need to submit notification to your scheduler
- You will be scheduled for shifts as they are available

Notice of Interest in Temporary Full Time

This form is for PT to complete if they are interested in doing temporary full time (to backfill a sick leave, maternity leave, etc.)

- Once the form is completed, return it to Human Resources and they will forward to the Scheduler
- A new form is required for each year - to be submitted by February 15th
- If a number of forms are received, the temporary full time vacancies will be awarded by seniority

- Note: There is a form for casual to do temporary part time. Same guidelines apply

Overtime Form

- ▶ Any overtime worked requires a completed and approved overtime (OT) form
- ▶ If you are working on a unit and asked to stay overtime, or miss a meal break, or called in for an overtime shift, you must fill out an OT form
 - ▶ Fill out the form and leave it on the unit that you were working on for the Manager to sign
- ▶ Payroll **will not** pay any overtime without a signed OT form

Employee Request / Schedule Change Form

This form is used after a schedule has been posted.

- Form is used if you are giving away a shift or swapping a shift. We encourage swapping vs. giveaways
- If you are booked a shift and are wanting to give it away, you must first get permission from the Manager to give it away, and then you are required to follow the Collective Agreement Call-in Process to cover your shift. Once you find someone to fill your shift, you leave the completed form on the unit for the Manager to sign
- If you need a specific booked shift off, you have the option of swapping with someone else on the unit (same classification). You can swap over the length of the schedule. Fill out the form and leave for the Manager to sign

Transition Pool Schedule Submission Form

This form is used to track hours/units of where you have worked in a pay period

- Once completed, it is sent to the Transition Pool manager and SS Triage.
- At first you will not need to use this form, as you will be orientating on a specific unit for a period of time
- There is a sign-in sheet on every unit and you are expected to initial beside your name for each shift worked

Employee's Casual Availability

This form is for “true” casuals

- You have the option of being prescheduled
- You can fill out this calendar indicating where you are available and submit it to your Scheduler by the request period deadline
- You will only be scheduled for dates/times that you have indicated, should there be a need
- You will still receive shift offers; this is for prescheduling only.
- You can choose to just have call-ins
- You can also submit your availability by using the “Online Request” form using the Comment field

Notes about distribution of shifts

You will hear the term ESP. This is the electronic scheduling system that we use at QHC. Information is kept as up-to-date as possible. Information is downloaded from here to Payroll

- If you are booked to work and need to call in sick, please call the nursing unit; not Staffing Office
- ONA – part time hours are equitably distributed per pay period. The first call-in is offered to the most senior PT that does not have their 45 hrs. Once everyone has 45 hrs. the “Green Dot” system is used. This dot starts at the top and rotates. Once a shift is accepted, the dot starts at the person directly below for the next call-in
- UNIFOR – part time are booked up to 45 hrs. per pay period, in descending order of seniority. The first call-in is offered to the most senior PT that does not have 45 hrs. Once all PT have 45 hours, the “Green Dot” system will start at the top and rotate. The dot starts at the most senior at the beginning of each pay period

Notes about overtime

- Missed meal break on an 8 hr. shift is .5 paid at overtime
- Missed meal on a 12 hr. shift is .75 paid at overtime
- ONA – consecutive weekends are paid at time and ½. For example, you are booked weekend 1 and weekend 3, and you get called in for weekend 2: this is paid at time and ½ and so is weekend 3 until a weekend is off. This does not apply to DDNN rotations...any weekend called in is OT, but it does not continue into the next weekend
- UNIFOR – every 3rd weekend is OT. Once OT is paid, the next weekend starts as weekend 1 again. You can be scheduled 3 weekends out of 6, but not 3 in a row
- You have the option of having overtime paid or banked
- Banked Time:
 - ONA can bank up to 90 hrs. Any hours remaining in the bank will be paid out in January. ONA staff working in area of closure and slowdowns will be able to carry over 37.5 hours beyond the payout date
 - UNIFOR can bank up to 75 hours and any time remaining in the bank will be paid out the first pay in April

Notes about vacation

- ▶ Vacation year runs from July 1 – June 30
- ▶ PT ONA will receive vacation pay on each pay
- ▶ PT UNIFOR will be paid out their vacation pay the first pay in June

Questions?

- ▶ Please contact your Scheduler or Staff Scheduling Office



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There is a form for Casual to do Temporary Part Time. Same guidelines apply.

Overtime Form

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- Vacation year runs from July 1 – June 30.
- PT ONA will receive vacation pay on each pay.
- PT UNIFOR will be paid out their vacation pay the first pay in June.



To Submit a Time off Request

(Online Requests – Must be submitted by deadline date)

1. Go to QHC intranet page (<http://myqhc-intranet/>)
2. Click on Forms and Reqs
3. Click on Time off Request
4. Fill out required information
5. Click Submit

To Submit a Schedule Change Request Form

(Time changes, Shift Swaps, Time Off Forms)

1. Go to QHC intranet page (<http://myqhc-intranet/>)
2. Clicks Forms and Reqs
3. Click on Staff Scheduling
4. Click on Employee Request Schedule Change form
5. Fill out the required information – The manager **MUST** approve all schedule change request forms
6. Submit the completed form to the staffing office via email (sstraige@qhc.on.ca)

*If you require assistance, contact the Staffing Office at extension #2791