

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: CASUAL SHIFT CALL-IN**

**Applies to:** All Personnel

Original Effective Date: November 25, 2002

Effective Date: April 4, 2022

Replaces Procedure Dated: October 1, 2020

**1. Shifts that require filling immediately:**

- The scheduler goes to the Public Files directory and opens the Casual Relief Availability Excel spreadsheet specific to that year. It will then ask you for log in information, then to read only or edit. The specific months for that year are located within the bottom tabs of the Excel spreadsheet. The legend on the top of the screen explains what the different colored squares mean. The scheduler chooses the pertinent month for reference.
- One call is made to the most senior employee qualified to work at the worksite. If there is no answer, the scheduler proceeds to the next available qualified employee (by following the Casual Relief Availability Excel spreadsheet and the Staff Seniority List to determine who is qualified to work in that area). If a busy signal is encountered, the scheduler shall wait three (3) minutes and call again. If there is no response, then the caller will proceed to the next available qualified employee, in order of seniority. If a casual staff agrees to cover the shift, the shift information then needs to be filled out and/or edited on the Casual Relief Availability Excel spreadsheet (identifying who is relieving who and if any shift times have been adjusted) as required.
- The caller must save and close the Casual Relief Availability Excel spreadsheet when finished working on it, otherwise no one else can access it.

**2. Shifts that require filling in excess of two (2) working days:**

An email is sent to the most senior qualified employee to confirm the date, time and location of the available shift to work at the worksite stating that staff has been booked for a shift with a request to confirm. The employee has until noon of the next business day to respond. Once confirmation is received, the email is filed in the correct staff folder. If the employee does not have an email address, a phone call is made to request confirmation of the booked shift by noon of the next business day. If no reply is received the next senior qualified employee is emailed and booked. Responses are recorded on availability the Casual Relief Availability Excel spreadsheet in Public Files.

**3. A block of consecutive shifts (greater than five (5) shifts but not to exceed twenty (20) shifts) will be offered to the most senior qualified employee available to work the entire block of consecutive shifts.**

**4. Supervisors documents casual call-in communications on Casual Relief Availability Excel spreadsheet including supervisors' comments if needed.**

**5. In emergencies, employees may be called on days other than those they have indicated they are available for.**

6. Employees shall notify their supervisor immediately of the time of unavailability due to illness and vacation.

7. If an employee is called/emailed for a casual shift and a message is left and the employee does not respond to the Employer with an acknowledgement of the phone call/email within twenty-four (24) hours, the Employer is not obligated to call the employee again in that pay period for casual shifts.

8. A casual employee may become a regular full-time or part-time employee only by successfully securing a regular full or part-time posted vacancy.

9. Casual employees who have their shifts cancelled can assume shifts of a less senior casual employee in areas where they are qualified to work.

10. Part-time employees will not have their regular shifts rescheduled as a result of the Casual Call-in procedure. That is, part-time employees will maintain their current regularly scheduled hours. Casual shifts will be in addition to regularly scheduled shifts.