

PATHWAYS ABILITIES SOCIETY

PROCEDURE: CASUAL SHIFT CALL-IN

Applies to: All Personnel

Original Effective Date: November 25, 2002

Effective Date: July 29, 2024

Replaces Procedure Dated: May 27, 2024

Casual Availability is submitted via PayWorks. To enter availability, follow these steps:

1. Login to PayWorks.
2. Navigate to the header labelled 'Time Management' (On mobile, click the three white lines in the top right corner).
3. Click availability.
4. Click on the days you would like to be available.
5. A pop-up window will open; click set to available and enter the correct time.
6. When you are finished, click ok.

To have re-occurring availability, follow these steps:

1. From the availability calendar, click 'Recurring Availability.'
2. Click the starting day to be available, for example, Monday.
3. In the pop-up menu, select all the days you would like to be available and the times for each day.
4. When you are finished, click ok.

Filling Shifts that require filling immediately:

1. One call is made to the most senior employee qualified to work at the worksite as outlined in the most current posted Seniority list. If there is no answer, the scheduler proceeds to the next available qualified employee. Log into PayWorks and open the Scheduler (Time Management < Administration < Scheduler). If a busy signal is encountered, the scheduler shall wait three (3) minutes and call again. If there is no response, the caller will proceed to the next available qualified employee in order of seniority.

2. If a casual staff agrees to cover the shift, the shift information must be modified by logging into PayWorks as follows:

- Select 'Time Management' from the sidebar, select the 'Administration' tab, then select 'Scheduler' under the 'Scheduling Agent' header. Once in the scheduler feature, select the

schedule for the service area you are covering. This is found in the top left drop-down menu.

- Once in the correct service area's schedule, navigate to the correct date and staff and find the shift you are trying to cover. Hover over the shift, select the ellipses, and select the move option. The shift block should now be enclosed in a dotted line.

- Move to the staff who agreed to cover the shift, hover over the block, click the ellipses, and paste.

- Hover over the shift you created, click the ellipses, and click edit. Once the menu has appeared, check and make sure that the position and time are correct. Once confirmed, change the shift colour to 'yellow' to indicate coverage and click save.

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

1. 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 will be recorded in Sharevision in the Casual Call in Responses list on the Leadership portal.

2. 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.

General Information

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

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

3. If an employee is called/emailed for a casual shift, 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.

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

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

6. Part-time employees will not have their regular shifts rescheduled due to 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.