

PATHWAYS ABILITIES SOCIETY

PROCEDURE: CASUAL SHIFT CALL-IN

Applies to: All Personnel

Original Effective Date: November 25, 2002

Effective Date: September 23, 2024

Replaces Procedure Dated: July 29, 2024

Submitting Availability

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. Log into your administration PayWorks and open the Scheduler (Time Management < Administration < Scheduler). Select the schedule of the shift you are filling, "All Homes" and "Activity Service & IF Schedule" should be the only options. On-Call staff should only be able to see "All Homes".
2. To view who is currently scheduled to work and where is outlined as follows:
Green tabs = Guisachan House.
Blue Tabs – Bouvette House.
Brown Tab = New Meadows House.
3. Click on the 'eyeball' icon to filter the schedule. Navigate to "sort by" and click to "Seniority Date".

4. Scroll to view availability for the selected date in the calendar view. Staff who are available will have “available all day” or times in grey lettering on a white “tab”. Staff who are not available for shifts it will say “unavailable all day”.

5. Start by making one call 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. 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.

6. If a casual staff agrees to cover the shift, the shift information must be modified in the scheduler on PayWorks. See step 1 and 2. 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 “edit” option.

- Select the name of the originally assigned employee, for example “Doe, John” and select the name of the staff who agreed to take the shift.
- Ensure the “position” of the shift is correct. The shift should say the name of the house and RELIEF.
- Ensure the start and end time of the shift are correct.
- Ensure the “cost centre” is for the correct home, Bouvette, New Meadows, Guisachan.
- Change the colour of the shift to Yellow.
- Make a shift note, who the shift originally belonged too, and any other relevant information i.e. only could take partial shift, overtime was negotiated, etc.
- Click save.

7. If only a partial part of the shift was accepted, you will need to create a new “open shift”.

- scroll to the top of the scheduler and press the green plus sign and click “Add Shift”.
- Ensure the Date, Position, Times, Cost Centre, and Colour (change to yellow).
- Assign the shift to an employee or to open shifts.

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.