AIMS Action Items for Leaders

Session 2:

Scheduling

September 21 , 2022

SHA Treaty Land Acknowledgement

We would like to acknowledge that we are gathering on **Treaty 2, 4, 5, 6, 8, and 10 territory** and **the Homeland of the Métis.**

Recognizing this history is important to our future and our efforts to close the gap in health outcomes between Indigenous and non-Indigenous peoples.

www.saskhealthauthority.ca/trc

Saskatchewan Health Authority

Treaty Territories and Saskatchewan Health Authority Areas

Depictions of Treaty boundaries are subject to variation. These boundaries are usually not surveyed and are estimated based on written descriptions.

This map displays the Pre-1975 Treaties (Historic Treaties) in colour, as provided by Crown-Indigenous Relations and Northern Affairs Canada. The grey lines indicate alternate boundaries compiled from various sources.
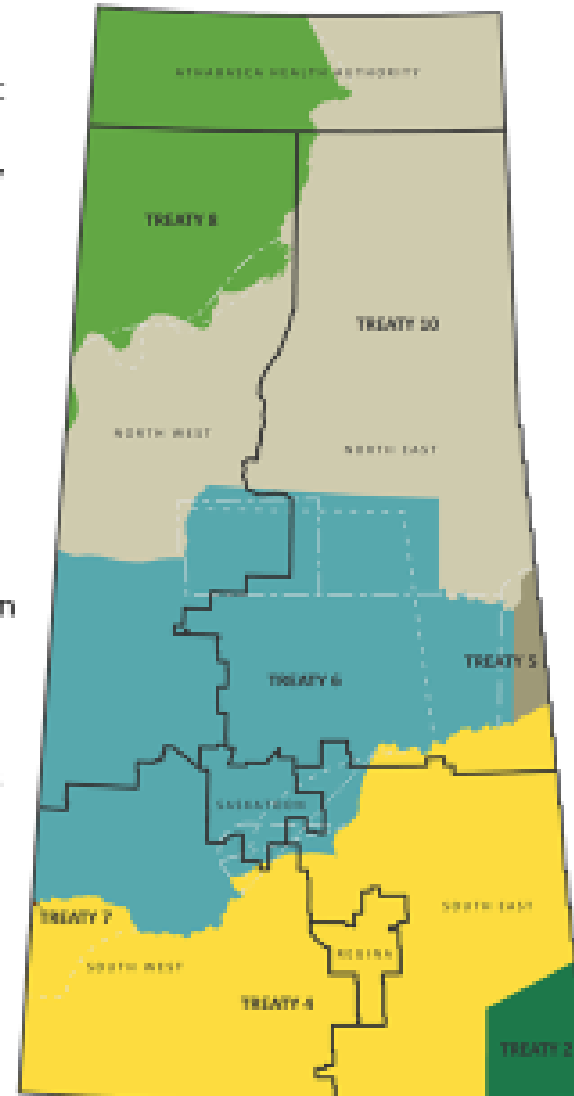
Welcome

Session Topics

September 21, 2002	**Scheduling**
September 28, 2022	**Time Entry**
October 5, 2022	**Payroll**
October 12, 2022	**Timetable for Implementation**
October 19, 2022	**Finance**
October 26, 2022	**Topical Areas of Concern**

Overview of Today's Session

Leader Responsibilities

- Scheduling
    - Master Roster/Rotation Dual Entry Period
    - Validating Schedules Pre- and Post-Implementation
    - Manual Scheduling Entries
    - QuickDial Process for HR Staff Scheduling Employees (SHA)
    - Automated Shift Offerings for Employees in Select Areas
    - Shifts Awarded and Closed Pre-Implementation/HR Staff Scheduling Employees (SHA)
- Broadcast Notifications
- Pre-Implementation Duties

Master Roster/Rotation Restricted Period

Restrictions During Timelines

Master Roster/Rotation - Dual Entry Period								
September				October				
04-10	11-17	18-24	25-01	02-08	09-15	16-22	23-29	30-05
Prior to the dual entry period areas should review their master rotations for accuracy and make any changes prior to this period.			September 23 - October 23 Master rotation changes will require dual entry into the legacy system, as well as AIMS.					

No restrictions during this time period.

Restrictions in place during this time period.

Prior to this restriction period Managers/delegates should review their master roster/rotations for accuracy and make any changes prior to this period. Changes made during the restriction period will require dual entry, so changes should be limited.

Timecard App Restrictions During this Period

SHA Only: Areas/Departments cannot move existing staff onto the timecard app during this period.

What is Scheduling?

- Tracking and payment of time worked
- Tracking and payment (where applicable) of time away from work
- Accrual bank entitlement and accumulation
- Seniority tracking
- Tap in/out process and time card exceptions
- Replacement of shifts including:

  - Use of Manager Guidelines on how to fill a shift
  - Use of baselines to determine staffing compliment
  - Use of skills to ensure appropriate staff are awarded/assigned shifts

- Modifications to master rosters/employee schedules

Types of Scheduling

	Unit Scheduling	HR Scheduling (Formerly Central Scheduling)	Advanced HR Scheduling	Non-SHA
Function	SHA & Affiliates where scheduling duties are performed within the unit	SHA & Affiliates where scheduling duties are performed by a team outside of that unit	SHA & Affiliates on HR Staff Scheduling with Advanced Scheduling (Saskatoon & Cypress Regional Health Authority Providence Place Only)	Scheduling Duties are performed within the unit
Basic Scheduling • View schedules online • Online trade/leave requests • Automated notifications of schedule changes • Standard scheduling dashboard and reports	X	X	X	X
Advanced Scheduling • Phone, text or email notifications of available shifts • Bid on available shifts online, text or intelligent phone system • Automated leave approval • Automated annual vacation approval • Automated shift assignment for SGEU/CUPE • Ability for managers and designates to request additional staff • 24/7 short call scheduling services with the use of technology (phased approach)			X	
Tap in/Out (Dec 2022)	X	X	X	

Master Roster/Rotation Restricted Period - Dual Entry Required

After **October 3, 2022**, exceptions that may be entered for master roster/rotation changes may include:

- Accommodations
- Reversions back to permanent positions where a rotation change is required
- New positions

Any change made during the restriction period will require dual entry into both the legacy system, as well as AIMS.

For SHA, there will be an AIMS team member to update this information.

- The change should be made in legacy, and then the change should be emailed to:
  AIMSMasterRotation@saskhealthauthority.ca

For non-SHA:
- Changes can be made according to the existing process, but will need to be re-entered into AIMS.
- Access and learning materials will be provided to select scheduling representatives.

Prior to this restriction period Managers/delegates should review their master rotations for accuracy and make any changes prior to this period.

	Unit Scheduling	HR Scheduling (Formerly Central Scheduling)	Advanced HR Scheduling	Non-SHA
Responsibility	SHA & Affiliates where scheduling duties are performed within the unit	SHA & Affiliates where scheduling duties are performed by a team outside of that unit	SHA & Affiliates on HR Staff Scheduling with Advanced Scheduling (Saskatoon & Cypress Regional Health Authority Providence Place Only)	Scheduling Duties are performed within the unit
Entering Master Rotation After October 3, 2022	AIMS	AIMS	AIMS	Unit

Checking Schedules Post-Implementation

- Upon the AIMS implementation, employees will need to review their schedule for accuracy.

- Should employees see an issue with their schedule, they will need to call the local scheduling team.

SHA:
- If the Manager/designate and/or local scheduling team cannot resolve the issue, a request can be entered through MyConnection > MyServices > Human Resources > Scheduling/TimeKeeping > Scheduling Inquiry.

Non-SHA:
- If a Manager/designate and/or local scheduling team cannot resolve the issue, a request can be entered through MyConnection > MyServices > Support for MyConnection > Support for MyConnection > Other Issue.

Scheduling Go-Live: Access to AIMS

Access to AIMS to check schedules will be staggered with two groups of employees being provided access on different dates.

Group A – October 26, 2022	Group B – October 27, 2022
• All former Saskatoon Health Region employees • All SHA Out-of-Scope employees using timecards • 3sHealth • eHealth • Santa Maria Senior Citizens Home	• All former Regina Qu'Appelle Health Region employees • All former Heartland Health Region employees • All former Five Hills Health Region employees • All former Cypress Health Region employees • All former Province Place employees • All former Kelsey Trail Health Region employees • All former Keewatin Health Region employees • All former Mamawetan Health Region employees • All former Prairie North Health Region employees • All former Sun Country Health Region employees • All former Prince Albert Parkland Health Region employees • All former Sunrise Health Region employees • All St. Joseph's Hospital (Estevan) employees • Employees of all non-SHA/non-affiliate legal employers

Ensure employees verify their schedule. If their schedule for the current week is incorrect, employees can make those corrections through MyConnection. If employees see incorrect schedules for future weeks, they should report those issues to their local scheduling department.

Manual Scheduling Entries

Starting October 26, 2022: There is scheduling information that will need to be manually re-entered into AIMS upon implementation.

SHA HR Staff Scheduling (Formerly sometimes known as Central Scheduling)
All of the following will be entered by the AIMS team, so no action is required:
- Requests outside of a regular previously recorded schedule will need to be manually re-entered into AIMS. These would include exceptions such as vacation, trades or similar requests. Exceptions will be handled by AIMS.
- Open (unfilled) shifts that still need to be filled.
- Any time exception or variations to a regularly scheduled shift should be entered manually.

SHA Unit Scheduling
- Areas using Unit Scheduling will have to make their own entries within the system.
- Training materials will be made available for staff to learn how to complete this process.

Non-SHA Organizations
- Training materials will be made available for staff to learn how to complete this process.

	Unit Scheduling	HR Scheduling (Formerly Central Scheduling)	Advanced HR Scheduling	Non-SHA
Responsibility	SHA & Affiliates where scheduling duties are performed within the unit	SHA & Affiliates where scheduling duties are performed by a team outside of that unit	SHA & Affiliates on HR Staff Scheduling with Advanced Scheduling (Saskatoon & Cypress Regional Health Authority Providence Place Only)	Scheduling Duties are performed within the unit
Manual Scheduling Entries Starting October 26, 2022	Unit	AIMS	AIMS	Unit

QuickDial for SHA Advanced HR Staff Scheduling

Effective October 26, 2022 – QuickDial is Available for SHA Central/HR Staff Scheduling Areas #1-833-648-0342

- QuickDial is an automated phone tree that will quickly connect employees or Managers/designates to a scheduler.

To use QuickDial

- Employees will require their employee Person Numbers (PN) as well as an assigned Quickdial Personal Identification Number (PIN) to validate their time electronically using the Quickdial phone tree.
- Employee PNs can be found in MyConnection > My Services > My Information > Employment Info tile.
- Employees will create their own QuickDial PINs

	Unit Scheduling	HR Scheduling (Formerly Central Scheduling)	Advanced HR Scheduling	Non-SHA
Quickdial	SHA & Affiliates where scheduling duties are performed within the unit	SHA & Affiliates where scheduling duties are performed by a team outside of that unit	SHA & Affiliates on HR Staff Scheduling with Advanced Scheduling (Saskatoon & Cypress Regional Health Authority Providence Place Only)	Scheduling Duties are performed within the unit
• **Reporting Absence /Illness** • **Applying for Shifts** • **Manager/Designate speaking to Scheduling** • **Support for Using online Scheduling System**			X	
Tap In/Out (Dec 2022)	X	X	X	X

Automated Shift Offerings

Effective October 26, 2022 onward

Upon implementation, there will be a limited number of weeks of automated shift offers, which will be made by email, automated phone message or text.

- This feature **will initially only be available to**:

    - Former Saskatoon Health Region (areas on HR Staff Scheduling [formerly Central Scheduling])
    - Former Cypress (areas on HR Staff Scheduling [formerly Central Scheduling])
    - Providence Place

- Employees interested in automatic shift offerings should update their preference as to how to be notified. The default will enroll employees in all three methods of notification.
- Updating preferences is also important to indicate the types of shifts and when an employee wants to be notified.
- Automated shift offerings will be available to other areas in a post-implementation phase.

Managers should remind employees to update their notification preferences in AIMS

Broadcast Notifications

Upcoming Broadcast Notifications

- Test Notification
- Launch of Scheduling Access
- Manager Broadcast re confirming schedules
- Manager's Checklist

There will be other broadcasts related to various AIMS topics. Please inform your employees that they can expect more messages through email, mobile devices or landlines.

Pre-Implementation Duties

- Review and understand Master Roster/Rotation Dual Entry responsibilities
- Validate Master Rosters pre-implementation
- Validate Unit Schedules to ensure appropriate staffing
- Ensure employees validate schedules post-implementation
- Understand how to submit manual scheduling entries
- Understand and convey QuickDial options for SHA HR Staff Scheduling employees (fSaskatoon, fCypress)
- Understand and convey Automated Shift Offerings for SHA HR Staff Scheduling employees
- Understand the time frame for Shifts Awarded and Closed pre-implementation for SHA HR Staff Scheduling employees
- Remind employees that upon implementation they will have to change their MyConnection password:
    - To prepare, employees can go to Gateway Online to retrieve their username and password if needed
- Remind employees of the Broadcast Notifications (See Appendix for content)
- Know where to go to for answers: MyConnection and the AIMS Manager's Toolkit https://www.aimsproject.ca/aims/manager-toolkit.
- Questions can also be submitted through MyConnection.
- Attend future Action Items for Leaders sessions.

Questions

Appendix

- Broadcast notifications:
  - Access for Groups A and B to go online to check schedules

- Reminders:
  - Scheduling system is live
  - Managers to refer to checklists

Broadcast Notifications – Group A

Text Message

- Hello. This is to notify you that the AIMS scheduling system is now live, as of October 26, 2022. Please sign-on to MyConnection to verify that your schedule is correct. No response to this text is required. Thank you.

Phone Message

- Hello. This is to notify you that the AIMS scheduling system is now live, as of October 26, 2022. Please sign-on to MyConnection to verify that your schedule is correct. No response to this phone message is required. Thank you.

Email

- Hello,
  You are receiving this email as a test of the AIMS provincial broadcast system, prior to implementation on October 26, 2022.
  Not all employees will enter the system on October 26,, so watch for communications on when you will have access.
  No response to this email is required.
  Thank you.

Broadcast Notifications – Group B

Text Message
- Hello. This is to notify you that the AIMS scheduling system is now live, as of October 27, 2022. Please sign-on to MyConnection to verify that your schedule is correct. No response to this text is required. Thank you.

Phone Message
- Hello. This is to notify you that the AIMS scheduling system is now live, as of October 27, 2022. Please sign-on to MyConnection to verify that your schedule is correct. No response to this phone message is required. Thank you.

Email
- Hello,
  You are receiving this email as a test of the AIMS provincial broadcast system, prior to implementation on October 27, 2022.
  Not all employees will enter the system on October 27, 2022, so watch for communications on when you will have access.
  No response to this email is required.
  Thank you.

Broadcast Notifications - Reminder

Text

- Hello. This is a reminder that the AIMS scheduling system is now live, as of October 26, 2022. Sign into MyConnection to check your schedule by 10 a. m. Monday, October 31, 2022. Only report errors to those who do your scheduling. No response to this text is required. Thank you.

Phone Message

- Hello. This is a reminder that the AIMS scheduling system is now live, as of October 26, 2022. Please ensure that you verify that your schedule is correct through MyConnection by 10 a. m. Monday, October 31, 2022. Report issues to the individual or area that does your scheduling. No response to this message is required. Thank you.

Email

- Hello,
  This is a reminder that the AIMS scheduling system is now live, as of October 26, 2022.
  Please ensure that you verify that your schedule is correct through MyConnection by 10 a. m. Monday, October 31, 2022. Report issues to the individual or area that does your scheduling.
  No response to this message is required.
  Thank you.

Broadcast Notifications/Managers

To be released October 24, 2022.

Text
- Hello. This is a reminder that the AIMS implementation will be starting October 26, 2022. Be sure to check your Manager's Checklist [link] to ensure that you have completed all tasks. No response to this text is required. Thank you.

Phone Message
- Hello. This is a reminder that the AIMS implementation will be starting October 26, 2022. Be sure to check your Manager's Checklist [link] to ensure that you have completed all tasks. No response to this text is required. Thank you.

Email
- Hello,
  This is a reminder that the Administrative Information Management System (AIMS) implementation will be starting October 26, 2022.
  Be sure to check your Manager's Checklist [link] to ensure that you have completed all tasks.
  No response to this email is required.
  Thank you.