

## ***Key Messages: Managers' Role in Scheduling***

- Even though there will be time spent learning a new process, the advantages of AIMS will be significant for scheduling.
- Managers currently spend considerable time on various aspects of scheduling; completing forms, making calls, fielding questions and interacting with staff related to last minute scheduling changes.
- Some of the scheduling advantages that AIMS offers include:
  - Routine payroll and scheduling functions are automated.
  - AIMS automatically calculates hours worked and pay rates based on the Collective Bargaining Agreements (CBAs).
  - Leaves are granted if they fall within acceptable guidelines and employee accrual banks.
  - Managers of multi-site departments can centrally review and approve payroll submissions online.
  - Central documentation and records are available for reference.
- Dashboards show compiled information including:
  - A record of short and long-term leaves, vacation requests and paid hours that can be seen by both employees and the Manager
  - Tasks assigned to others include job postings, employee benefits queries, among others
  - 500 days of scheduling at a glance, in real time, on either a computer or mobile device
- Managers can delegate payroll and scheduling tasks to others who work in these areas within their departments.
- Change can be difficult.
  - Some Managers may feel that they are losing control over their unit, as they will be using a different tool to manage the day-to-day scheduling tasks for their department.
  - There is a shift in work from multi-tasking many scheduling tasks, to focusing on the online entry of information.
  - There may be a sense of loss of contact with employees.
- This change is important to use Managers' time more effectively.
  - Reducing distractions allows Managers more time to focus on the work of their unit.
  - More time away from administrative tasks like scheduling allows Managers more time to stay in touch with staff and develop a closer connection to frontline services.
  - Managers can focus their energies on contributing to the delivery of better care to patients, residents and families.
  - There is more one-on-one time for staff needing additional supports.
- Contrary to Managers losing control over their unit, AIMS empowers Managers to spend their valuable time where they are most needed.