

Scheduling (KB0011830)

NOTE: These features will be in place once the Administrative Information Management System (AIMS) has been implemented

| Question | Answer |
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| <p>Will Managers have to approve time entries within AIMS or are employees automatically paid according to their schedule information?</p> | <p>There are two groups of employees:</p> <p>a) For employees who will not be tapping-in, tapping-out because they work a regular schedule (i.e. Monday to Friday, 8-4:30), the employees would use the system to confirm their time worked or indicate if there had been an exception to their worked schedule. The Manager would review and approve this information before sending it to payroll for processing.</p> <p>b) Employees who tap-in, tap-out have their schedules loaded into the system in advance. If their tapped time differs from their schedule, then it generates an exception. The employee must resolve the exception for the Manager to approve it for processing.</p> |
| <p>Is there a limit as to how many people can access a schedule at one time?</p> | <p>There is no limit as to how many can view a schedule at one time.</p> |
| <p>Will I be able to view my own schedule, as well as my unit schedule so I know who else I will be working with on a shift?</p> | <p>Employees will be able to view their own schedule or the unit schedule to see who is working a shift. There will also be access to the multiple schedules if the employee is working at various locations.</p> |
| <p>How will trading shifts work?</p> | <p>Staff will select the employee they wish to trade a shift with. The system will contact that individual by email, phone or text to tell them that someone is interested in trading a shift. Mutual shift trades will also be requested online. Once contacted, both employees would need to approve the shift trade before it will be processed. Personal information is not shared between co-workers.</p> |
| <p>In Home Care, the Care Aides will take time off (either Leave of Absence or Vacation) during shifts if there are no clients. Should this time be entered into the system or will a manager/scheduler submit this as a time correction?</p> | <p>Employees should request the time off within the system, and are able to request more than one time off during their shift. The manager/designate would then be able to review the request.</p> |
| <p>How will relief employees enter time if there is no schedule for the system to compare to their tap-in or tap-out time?</p> | <p>Relief employees would have a schedule entered into the system by a manager/designate prior to beginning a shift.</p> |
| <p>Will employees be able to take some requests to a manager, but other requests to a scheduler?</p> | <p>Requests will go to the manager/designate. For some areas, schedulers will have the ability to approve requests based on guidelines provided by the unit manager/designate.</p> |
| <p>Will all sites be going on AIMS scheduling?</p> | <p>All sites will use AIMS scheduling, once implemented, to schedule staff.</p> |

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| How will callback work? | Callback can be worked into a schedule. The employee will be responsible to tap-in, tap-out for the callback hours. When an employee is called for an unanticipated callback (phone call, charge pay, etc.), the employee would need to submit a request through the system for the callback time. |
| Is there the ability to be flexible with the scheduling? Some areas have as many as a dozen different start times. | For many roles there are standard rules built into the system for stop and end times. These have been pulled from current systems, and will be validated with departments prior to implementing AIMS. |
| Does the system automatically determine multiple weekend premiums? | AIMS automatically applies premiums according to the terms of the appropriate collective bargaining agreement. |
| Will employees be able to designate their overtime as time-in-lieu or banked time or have the overtime paid out through the system? | Employees can bank approved overtime or be paid out by submitting a request through the system. If the appropriate collective bargaining agreement determines that the time should be paid out, then pay-out will follow automatically. |
| Will there be a way to collect a premium for a missed meal break? | Employees would be required to request a premium for a missed meal break, through the MyConnection scheduling tile. |
| Will managers be able to pull monthly reports on vacation use, sick leaves, balances, etc.? | There will be various dashboard reports to provide managers with information in real time. |
| Will managers be trained to enter employee hours into a schedule if their departments don't use central scheduling? | All departments will use AIMS for scheduling. Rotations will be pre-loaded and employees will tap-in, tap-out to validate their time. No additional entry of hours should be required. |
| How will it work if I'm on standby and then called in without having been formally scheduled to work? | Employees on standby would still tap-in, tap-out, and an exception will be generated if there is no existing schedule. The employee would then need to resolve the exception and the manager would approve. Employees can also enter their time after the fact by calling the toll-free number for scheduling. |
| How will I know if I am requesting a shift trade with someone at a similar skill level? | It will be the employee's responsibility to confirm that the individual is of a similar skill level prior to requesting the trade. |
| I understand that non-unionized (i.e. out-of-scope) employees will log in to verify their time worked on a weekly basis, which then goes for approval to their manager or designate. Will this be the same process for physicians within the SHA, as with other organizations such as the Saskatchewan Cancer Agency (SCA)? | Contract physicians will not use the system to verify their time worked. Existing processes will remain in place. |
| Is all scheduling within AIMS Collective Bargaining Agreement (CBA) compliant? | All scheduling within AIMS is CBA and Letter of Understanding compliant. Some Letters of Understandings have been agreed to by the applicable union and the employer related to scheduling. |

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