Q and As: Sept. 28, 2022 Action Items for Leaders Time Entry Session

Question	Answer
INTERIM TIME ENTRY	
How long will the interim time entry process be in place?	The interim time entry process will be in place for six weeks prior after the implementation of AIMS, **for those who will transition to the tap-in, tap-out time entry process**. For those who will continue to validate their time worked by this process, it will remain as the ongoing method of recording time worked.
If employees stay late and get over time (OT) without a Manager's approval is there a way to monitor the overtime?	Managers/Designates are required to verify time worked, so will be aware of additional hours that employees have added to their scheduled time.
What reports are there to allow a Manager to see all Employees time worked?	There will be a tile in MyConnection to view accrual balances, which will also be able to generate a summary report of overtime and sick leave. Please see [KB0012866](#) "Viewing Accrual Balances" in **MyConnection** for more information.
Does holiday time need to be validated daily during the implementation process?	Managers and employees should view their schedules after the AIMS implementation to ensure accuracy. Depending on when the holiday time is captured, it may have to be re-entered into the system.
How does an employee report vacation using the interim time entry process?	The employee would use the "Request Time Off" tile to request vacation, which would then be reflected on the time card for the period in question.

How does the approval process work for on-call primary care nurses on standby and receiving call-backs during those times?	There are three options to capture on-call and standby: • Enter on-call and standby in the master rotation, which will then be reflected in the employee's schedule. • Have your scheduler/scheduling support enter on-call and standby at the time of offering. • Have the employee request the on-call and standby through the "Timecard & Premiums" tile. To indicate call-back, the process will depend on if you are using the interim time verification process or tap-in/tap-out: • If you are using the interim time verification process you would request call-back through the "Time Card & Premiums" tile. • If you are using tap-in/tap-out you would tap in and tap out. Call-backs are automatically set to pay the employee. If you wish to bank the call-back time, you would request this through the "Time Card & Premiums" tile in MyConnection. All on-call/standby/call-back requests will need to be approved by the Manager or designate.
How do casual staff get paid if their hours are not in a master rotation?	Casual staff do not have master rotations. Shifts that are offered and accepted or assigned will be captured in their schedule by a scheduler or scheduling support. Employees are able to see their schedule using MyScheduling in MyConnection. They would use the interim time entry process to validate time worked. If applicable, casual staff would tap-in and tap-out after the interim process has expired.
Will organizations other than the SHA use the interim time entry process?	Yes. This process will be followed for all organizations using AIMS.
Are pre-Implementation time corrections for Non-SHA organizations logged as a case through MyConnection?	Non-SHA organizations would follow their existing process.
Do we need to enter leaves into AIMS for 2022-23 that have already been approved on paper?	This depends on the scheduling system being used. For areas on ESP and VIP, leaves and other scheduling exceptions that have been entered into these systems will be captured in AIMS up until December 6, 2022. All leaves and exceptions after that date will need to be re-entered. For those that use Work Record A's (WRAs), all leaves and exceptions will need to be entered from the first day of the AIMS implementation.

MyConnection
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TAP-IN, TAP-OUT

If someone is asked to stay overtime after a regular shift, would they tap-out from the regular shift and then tap-in for overtime?	No. Employees should tap-in at the start of the shift and tap-out at the end of their shift, regardless of whether they are regular or overtime hours.
If employees work full-time (M-F) and don't have to tap-in, how do we track if they are often late?	All employees will need to validate their time worked. If an area is not using tap-in/tap-out then they will use the "Timecards & Premiums" tile. Managers can then verify the time worked.
Are employees able to tap-in from their phone when they are not yet at a facility?	Yes. Employees are able to tap-in or tap-out from outside of their geo-fenced department/facility, but this can be identified via a report.
How should I submit a request for an eClock in our facility, if we don't currently have one?	To request an eClock for your facility or department, please submit a case through MyConnection. MyConnection > MyServices > Support for MyConnection > Support for MyConnection (tile).
If employees work part-time, field hours on a Monday-Friday 8-4:30 schedule, will they be using tap-in, tap-out?	Yes. All field hour employees will be required to tap-in and tap-out.

SCHEDULING

Are Managers able to see and print a report of all employees who are working on the current day?	Yes. You are able to see all staff working within the facility and department for which you are responsible.
Does the submission for call-back include details of the location that called, and what the call was about?	The employee will be identifying the location when they submit their request through the "Time Card & Premiums" tile.
Can standby be built into a Master Rotation?	Yes. You can build standby into a Master Rotation.
Will Flow Sheets be used after AIMS is implemented, before Tap-In, Tap-Out goes live?	Flow Sheets will not be used after implementation. Department schedules will be accessed through MyConnection.
How is a weekend call-out determined?	This will continue to be completed by your current scheduling supports, who will use the AIMS system and processes.

Occasionally, employees will borrow from the next year's vacation or take a STAT Holiday a month, before or after the STAT. With AIMS, will this still be possible?	Employees would be able to pull from the next year's vacation bank based on the applicable Collective Bargaining Agreement (CBA). For a STAT holiday, some CBAs will allow the day to be used before it appears in the employee's bank. The system allows employee banks to go in the negative in these situations.
Will employer-directed shift changes (VQ) be calculated automatically?	Yes, the system will account for employer-directed changes.
What will be the process for contracted nursing staff? Will they be given MyConnection access to check their schedule?	No. Currently, all contracted nursing staff will be managed outside the system.
How will the Manager dashboard be set-up?	The dashboard will be separated by facility and department.
Will Managers be able to see vacation balances, banked time, etc. for each of our employees?	This information will be accessible within AIMS.
If a manager is not supported by a scheduler and has a complex schedule is there an ability to connect with someone to provide assistance with this task?	There will be a scheduling tile under the Scheduling/Timekeeping category within MyConnection for support in developing a schedule or other scheduling inquiries, etc.
How will we know which vacation requests need to be re-entered after six weeks if the requests were made online? Will a report be provided?	If any requests were submitted online, your current scheduling support either provincial or local will re-enter these requests. A report will be generated for areas using ESP or VIP to indicate all exceptions previously entered. All leaves after December 3, 2022 (for areas that use ESP or VIP) will need to be re-entered in to the system. If you do not use ESP or VIP, you will need to enter leaves effective October 23, 2022 and beyond.
If currently approved leave requests have been filled with replacement staff and need to be re-entered, will the replacement staff be booked or will the shift be re-offered out?	Yes, the shift will automatically go to the employee designated as the replacement for leaves requested up to December 6, 2022 for shifts in VIP or ESP. After December 6, 2022, these replacement employees will need to be re-entered when the leave is re-entered by your scheduling supports, either provincial or local scheduling. A report from VIP or ESP will provide this information. Areas that do not use ESP or VIP, will need to enter these changes upon AIMS implementation.

FIELD HOURS	
Will leaders be able to see how many hours staff have worked that are field hours?	Yes. Leaders have access to a report that provides this information.
What are field hours considered? Regular or variable? Days worked (i.e. M-F) may not change, but times may.	Field hour employees are identified differently in the system so that if the hours change, overtime will not be triggered (dependent on the Collective Bargaining Agreement).
Does the system bank additional time for field employees, rather than account for them as over time (OT)?	Yes, the system automatically calculates hours for field employees.