

CUPE ADDITIONAL HOURS & OVERTIME SCHEDULING PROCESS

***Not applicable to Northern Health Region Employers Organization, Home Care Direct Service Staff or Mental Health Proctors**

Additional Hours/Pick-up Shifts (Regular Pay)

Pre-booking Process (Long Call up to 48 hours prior to start of shift)

Prior to pre-booking, Employers should ensure they are using the most current seniority for employees.

1. Employees must identify they wish to work additional hours as per the Collective Agreement (Article 3107 (a)).
2. The Hours Prep Schedule shall indicate a date and time by which an employee must indicate their availability for pre-booking of additional hours. Staff are to make themselves available to be considered for additional shifts as per site process.
3. Shifts shall be distributed as equitably as reasonably possible within the scheduling period in the following order with seniority being the deciding factor in determining equitable distribution of work within each tier outlined below, provided the employee is qualified and able to perform the required duties.
4. Shifts are to be awarded in the following order:
 - a) Part-time employees home unit / home department, of the same classification (as applicable)
 - b) Part-time employees within the site, of the same classification (including Float Pool/Resource Teams)
 - c) Part-time employees within the site, qualified for the classification (including Float Pool/Resource Teams)
 - d) Part-time employees external to the site qualified for the classification (applicable to Direct Operations Employers) *
 - e) Casuals

*Please note that to implement 4. d) above, there may be a requirement for system modifications. We would propose to move forward with the above scheduling tiers, excluding d) at this time and work to implement d) as soon as possible, where required.

5. Once the above is completed, the shift schedule shall be posted in an appropriate place at least four (4) weeks in advance.

Note: Article 3107 (i) – Part-time employees will not be provided preference for additional shifts during the employee’s scheduled vacation period, income protection, or any other period of paid or unpaid leaves of absence.

Should the Employer choose to send out a mass notice of available shifts, shifts will be assigned to any qualified employee who responds within the minimum timeframes outlined below. The Employer will then assign shifts as per number 4. above.

Mass Notice of Available Shifts Response Timeframes:

Long call – up to 48 hours before start of shift – minimum of 24 hours after sending shift request out.

When the Employer utilizes telephone calls and does not use a mass notice of available shifts, the current practice of wait time between manual telephone calls will be maintained. Should any changes to the wait times be required, the Union and Employer will meet to discuss.

Short Call (within 48 hours of shift start time)

When not utilizing a scheduling system where seniority is auto-populated, the Employer shall use the same seniority list for the scheduling period prepared for the long call process. In the event an employee declines or cannot be reached for an additional shift, the Employer will move to the next employee on the list.

1. Employees must identify they wish to work additional hours as per the Collective Agreement (Article 3107 (a)).
2. The Hours Prep Schedule shall indicate a date and time by which an employee must indicate their availability. Staff are to make themselves available to be considered for additional shifts as per site process.
3. Shifts shall be distributed as equitably as reasonably possible within the scheduling period in the following order, with seniority being the deciding factor in determining equitable distribution of work within each tier outlined below, provided the employee is qualified and able to perform the required duties.
4. Shifts are to be awarded in the following order:
 - a) Part-time employees home unit / home department, of the same classification (as applicable)
 - b) Part-time employees within the site, of the same classification (including Float Pool/Resource Teams)
 - c) Part-time employees within the site, qualified for the classification (including Float Pool/Resource Teams)
 - d) Part-time employees external to the site qualified for the classification (applicable to Direct Operations Employers) *
 - e) Casuals

*Please note that to implement 4. d) above, there may be a requirement for system modifications. We would propose to move forward with the above scheduling tiers, excluding d) at this time and work to implement d) as soon as possible, where required.

Note: Article 3107 (i) – Part-time employees will not be provided preference for additional shifts during the employee’s scheduled vacation period, income protection, or any other period of paid or unpaid leaves of absence.

Should the Employer choose to send out a mass notice of available shifts, shifts will be assigned to any qualified employee who responds within the minimum timeframes outlined below. The Employer will then assign shifts as per number 4. above.

Mass Notice of Available Shifts Response Timeframes:

1. Short call – 24 hours to 48 hours before start of shift – minimum 2 hours after sending shift request out.
2. Short call – 8 hours to less than 24 hours before start of shift – minimum 1 hour after sending shift request out.
3. Short call – 3 hours to less than 8 hours before start of shift – minimum 20 minutes after sending shift request out.
4. Short call – less than 3 hours before start of shift – minimum 10 minutes after sending shift request out.

When the Employer utilizes telephone calls and does not use a mass notice of available shifts, the current practice of wait time between manual telephone calls will be maintained. Should any changes to the wait times be required, the Union and Employer will meet to discuss.

Overtime

When not utilizing a scheduling system where seniority is auto-populated, the Employer shall use the same seniority list for the scheduling period prepared for the long call process. In the event an employee declines or cannot be reached for an overtime shift, the Employer will move to the next employee on the list.

1. Employees must declare their availability to perform the available work as per the Collective Agreement (Article 2007 a)).
2. Overtime shall be distributed (offered) as equitably as reasonably possible within the scheduling period in effect on the unit/base location/site in the following order with seniority being the deciding factor in determining equitable distribution of work, provided the employee is qualified and able to perform the required duties.
3. Shifts are to be awarded in the following order:
 - a) Full-time and part-time employees eligible for overtime, home unit / home department, of the same classification (as applicable)
 - b) Full-time and part-time employees eligible for overtime, within the site, same classification (including Float Pool/Resource Teams)
 - c) Full-time and part-time employees eligible for overtime, within the site, qualified for the classification (including Float Pool/Resource Teams)
 - d) Full-time and part-time employees eligible for overtime, external to the site qualified for the classification (Applicable to Direct Operations Employers) *

e) Casuals eligible for overtime.

*Please note that to implement 3. d) above, there may be a requirement for system modifications. We would propose to move forward with the above scheduling tiers, excluding d) at this time and work to implement d) as soon as possible, where required.

Note: In the event the Employer is unable to award the shift after exhausting the above overtime tiers, the shift can be offered to full-time and part-time employees on a scheduled day of vacation in accordance with Article 1517 of the Collective Agreement.

Should the Employer choose to send out a mass notice of available shifts, shifts will be assigned to any qualified employee who responds within the minimum timeframes outlined below. The Employer will then assign shifts as per number 3. above.

Mass Notice of Available Shifts Response Timeframes:

1. Short call – 24 hours to 48 hours before start of shift – minimum 2 hours after sending shift request out.
2. Short call – 8 hours to less than 24 hours before start of shift – minimum 1 hour after sending shift request out.
3. Short call – 3 hours to less than 8 hours before start of shift – minimum 20 minutes after sending shift request out.
4. Short call – less than 3 hours before start of shift – minimum 10 minutes after sending shift request out.

When the Employer utilizes telephone calls and does not use a mass notice of available shifts, the current practice of wait time between manual telephone calls will be maintained. Should any changes to the wait times be required, the Union and Employer will meet to discuss.

LONG CALL PRE-BOOKING EXAMPLE

Pre-booking Period September 29th to October 26th

All employees equal, 0 additional shifts. Employee A has more seniority than Employee B.

September 29th to October 12th – Pay period 1

October 13th to October 26th – Pay period 2

Employee A – Home unit 0.7EFT, 985 hours of seniority

Employee B – Home unit 0.7EFT, 303 hours of seniority

Employee C – External to Program 0.6EFT, 10,000 hours of seniority

Employee D – Casual

There is one additional available shift every day.

FRI	SAT	SUN	MON	TUES	WED	THURS
29 AV – A, B, C, D	30 AV – A, D	1 AV – A, B, C	2 AV – D	3 AV – D	4 AV – B	5 AV – B
A - 1 shift	A - 2 shifts	A - 2 shifts B - 1 shift	A - 2 shifts B - 1 shift D - 1 shift	A - 2 shifts B - 1 shift D - 2 shifts	A - 2 shifts B - 2 shifts D - 2 shifts	A - 2 shifts B - 3 shifts D - 2 shifts
6 AV – D	7 AV – C	8 AV – D	9 AV – A, B	10 AV – A, B	11 AV – A	12 AV – A
A - 2 shifts B - 3 shifts D - 3 shifts	A - 2 shifts B - 3 shifts C - 1 shift D - 3 shifts	A - 2 shifts B - 3 shifts C - 1 shift D - 4 shifts	A - 3 shifts B - 3 shifts C - 1 shift D - 4 shifts	A - 3 shifts B - 3 shifts C - 1 shift D - 4 shifts	A - 3 shifts B - 3 shifts C - 1 shift D - 4 shifts	A - 3 shifts B - 3 shifts C - 1 shift D - 4 shifts
13 AV – A, B	14 AV – A, D	15 AV – A, C	16	17	18 AV – B	19 AV – B
A - 4 shifts B - 3 shifts C - 1 shift D - 4 shifts	A - 5 shifts B - 3 shifts C - 1 shift D - 4 shifts	A - 6 shifts B - 3 shifts C - 1 shift D - 4 shifts			A - 6 shifts B - 4 shifts C - 1 shift D - 4 shifts	A - 6 shifts B - 5 shifts C - 1 shift D - 4 shifts
20 AV – C, D	21 AV – C	22 AV – D	23 AV – A, B	24 AV – A, B	25 AV – A	26 AV – A
A - 6 shifts B - 5 shifts C - 2 shifts D - 4 shifts	A - 6 shifts B - 5 shifts C - 3 shifts D - 4 shifts	A - 6 shifts B - 5 shifts C - 3 shifts D - 5 shifts	A - 6 shifts B - 6 shifts C - 3 shifts D - 5 shifts	A - 6 shifts B - 6 shifts C - 3 shifts D - 5 shifts	A - 6 shifts B - 6 shifts C - 3 shifts D - 5 shifts	A - 6 shifts B - 6 shifts C - 3 shifts D - 5 shifts

29th – Shift awarded to employee A, higher seniority
30th – Shift awarded to employee A, home unit
1st – Shift awarded to employee B, 0 pickups, home unit
2nd – Shift awarded to employee D, only staff available
3rd – Shift awarded to employee D, only staff available
4th – Shift awarded to employee B – only staff available
5th – Shift awarded to employee B – only staff available
6th, 7th, 8th – awarded to only staff available
9th – Shift awarded to Employee A – has only 2 additional assigned shifts, B has 3 additional assigned shifts
10th – Employee A & B both have 3 additional assigned shifts and are now in OT – nobody assigned
11th and 12th – Employee A – only staff available is overtime, nobody assigned
13th – Shift awarded to Employee A – both employees equal, A higher seniority
14th – Shift awarded to Employee A – home unit
15th – Shift awarded to Employee A – home unit
18th – Shift awarded to Employee B, only staff available
19th – Shift awarded to Employee B, only staff available
20th – Shift awarded to Employee C as program before casual
21st, 22nd – Shift awarded to Employee E and C as only staff available
23rd – Employee B, only staff available at straight time

Once completed, and at the Manager’s discretion, shift leveling can be applied to address any outstanding needs while ensuring compliance to the above standard. As an example, the available shift on September 29th could be awarded to an employee in a lower scheduling tier, such as Employee C, instead of to Employee A, provided that Employee A is awarded a shift on the 10th, 11th or 12th – days which are currently unstaffed. By this same standard, Employee B could be awarded the shift on the 10th over Employee A, given that Employee A is the sole employee available for booking on the 11th and 12th and therefore will still achieve full-time hours if booked on either of those later dates.

AV – Availability

SHORT CALL (48 HOURS PRIOR TO SHIFT)

Here are the remaining needs after pre-booking.

- Employee A – Home unit 0.7EFT, 985 hours of seniority
- Employee B – Home unit 0.7EFT, 303 hours of seniority
- Employee C – External to Program 0.6EFT, 10,000 hours of seniority
- Employee D – Casual

FRI	SAT	SUN	MON	TUES	WED	THURS
29 SICK CALL NEW NEED AV – B, C, D <hr/> A - 6 shifts B - 6 shifts C - 4 shifts D - 5 shifts	30 NO NEEDS	1 NO NEEDS	2 NO NEEDS	3 NO NEEDS	4 NO NEEDS	5 NO NEEDS
6 NO NEEDS	7 NO NEEDS	8 NO NEEDS	9 NO NEEDS	10 1 NEED AV – C, D A - 6 shifts B - 6 shifts C - 4 shifts D - 6 shifts	11 1 NEED	12 NO NEEDS
13 NO NEEDS	14 NO NEEDS	15 NO NEEDS	16 1 NEED AV A, B <hr/> A - 6 shifts +1 OT B - 6 shifts C - 4 shifts D - 5 shifts	17 1 NEED AV A, B <hr/> A - 6 shifts + 1OT B - 6 shifts + 1OT C - 4 shifts D - 5 shifts	18 NO NEEDS	19 NO NEEDS
20 NO NEEDS	21 NO NEEDS	22 NO NEEDS	23 1 NEED AV – A, B <hr/> A - 6 shifts + 2OT B - 6 shifts + 1OT C - 3 shifts D - 5 shifts	24 1 NEED AV – A, B <hr/> A - 6 shifts + 2OT B - 6 shifts + 2OT C - 3 shifts D - 5 shifts	25 1 NEED AV – A <hr/> A - 6 shifts +3OT B - 6 shifts +2OT C - 3 shifts D - 5 shifts	26 1 NEED AV –A, D <hr/> A - 6 shifts + 3OT B - 6 shifts + 2OT C - 3 shifts D - 6 shifts

29th – Employee B is in overtime, shift awarded to Employee C
 10th – Employee C is in overtime, shift awarded to Employee D
 16th – Shift awarded to Employee A at overtime rates as home unit employee, and highest seniority in an equal situation of 0 OT for either employee
 17th – Shift awarded to Employee B at overtime rates
 23rd – Shift awarded to Employee A at overtime rates
 24th – Shift awarded to Employee B at overtime rates
 25th – Shift awarded to Employee A at overtime rates
 26th – Shift awarded to Employee D at straight time rates