

CVS POLICY & PROCEDURE MANUAL

Policy Area: Human Resources

Policy # & Name: 6.5 Casual Employees

Group: Casual Employees

Purpose:

To outline the employment guidelines for casual employees.

Policy Statement:

Casual staff will be hired to provide coverage for regular staff when they are unavailable for their regular shift or to contribute to the organization for other reasons approved by the employer. Casual staff will meet the requirements of the employer with regards to availability, assignments, orientation and scheduling.

Policy Requirements:

General Requirements

Employees hired on casual status are required to agree, in writing, to be available for a minimum amount of shifts each pay period; (exclusive of legitimate leaves determined by the Executive Director or designate.

Seniority lists will be kept by total hours worked and will be updated following each pay period.

Casual employees may give no more than two telephone / pager contact numbers to House Supervisors / Program Coordinators to be used for the purpose of scheduling relief work.

Once a casual employee has refused a shift and the shift has been filled, the refusal is final.

Policy Audit: March Annually

Date Issued: March 19, 2004

Date Revised: November 30, 2009

Position

Responsible: Executive Director

References:

- ✓ Collective Agreement
 - ✓ HR 6.5.A – Employee Communication Form
 - ✓ HR 6.5.B – Casual Employee Availability for Work
 - ✓ HR 6.5.C – Casual List Call-in Sheet
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Casual Call In Procedures:

1. Casual Employee Assignments

At the time of hire, based upon the qualifications of the Casual employees, the Program Manager shall indicate in writing to the Casual employees all program(s) and residence(s) in which s/he is qualified to work. The casual worker may subsequently request a review of her / his qualifications if new information is available. At this time, another interview may be scheduled. To advise of new information and request a reassessment, use the Employee Communication Form (HR 6.5.A).

In the event that casual employees are hired with no post-secondary certification, no experience or very limited experience, he/she will typically be hired into one program to gain experience and to be given the opportunity to demonstrate competence. Their ability and performance will be assessed near completion of probation as defined in the collective agreement. Further assignments shall be available at this time pending a satisfactory performance review.

2. Reporting Availability

Relief staff (casual or part time employees who wish to work extra shifts) must submit their availability sheets to CVS main office with their time sheets on a two week basis by 12 noon on non-pay day Fridays for the two weeks starting the next Saturday (14 days later). Relief staff must submit availability sheets to the Program Supervisor every two weeks. Casual staff must be available for 3 days each week. Repeated failure to do so may result in termination. Availability can be faxed at 939-8075. Changes to availability may be made through the pager.

Casual employees who fail to submit availability form will be subject to the disciplinary process. Casual employees who fail to submit availability twice within their probationary period will be terminated.

Relief staff who are unavailable for periods greater than one week are required to submit a request for leave form at least four weeks prior to the schedule period in which the leave commences. All leaves must have written authorization or the employee will be considered to have abandoned his/her position. Repeated refusals to work on dates offered or leaves of absence for relief staff greater than three months may result in termination of employment.

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3. Change in Availability to Work

Casual employees who are no longer available for casual work in a particular program shall advise the Program Manager via the "Employee Communication Form" (6.5.A). A casual employee who has not worked for six months will be taken off CVS's employee list.

4. Orientations

CVS intends to ensure that participants have as much program & staff consistency as possible. On initial hire, relief staff will be oriented to one program. After sufficient observation time and dependent on the need for relief in other programs, employees may be oriented to another program during the probationary period. Following the probationary period, relief staff will be oriented to other programs depending on their history of availability and as the need for relief indicates. Employees with limited availability and/or a record of refusals may be limited to a specific number of programs.

Relief employees are expected, as part of their program orientation, to read the participant's files and be familiar with all written program protocols. Questions regarding specific responses should be directed to the program supervisor immediately.

5. Casual Employee Call In List

At any time, a casual worker may indicate in writing to the Employer a request to be placed on the Casual Worker Call In List for any program or residence for which the casual worker is qualified.

"Casual Worker Call In List" for each program and residence will be maintained.

Casual Employee Call-in will be done as per the Collective Agreement and CVS Policy.

6. Scheduling: Temporary Assignments, Casual, Advance and Immediate

6.A. Priority Booking

Part time employees will be offered shifts before casual employees.

For Residential Relief employees only: who have 1) a pager or cell phone 2) submitted their availability on time 3) obtained their employment requirements or are obtaining them during the probationary period (e.g. Class 4) will be placed on the "A" availability list. Employees on the "A" availability list who have been trained in the program will be called first, in order of seniority, when vacant shifts need filling.

Employees who do not have a pager/cell phone but have submitted their availability form on time, while meeting the employment requirements, will be placed on the "B" relief list. When a shift cannot be filled by an "A" list relief staff, the "B" list will be called in order of seniority.

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6.B. Temporary Assignments

Definition: Temporary Assignment - A block of shifts to replace the regularly scheduled full or part time work of a permanent employee, duration to be of: More than three scheduling rotations in Residential Services / Day Programs and up to 90 days (can be extended by mutual agreement of the Employer and the Union).

Temporary assignments will be allocated as per 'Casual Seniority Call-in Policy'. Temporary assignments that require specific qualifications are exempt. Regular employees may opt out of their regularly scheduled permanent work to accept a temporary assignment under the following conditions:

- 6.B.1.** the assignment is in the program that they currently work on a part-time basis;
- 6.B.2.** the assignment is equal to or more than their current compliment of hours;
- 6.B.3.** their regularly scheduled hours can be filled without incurring additional costs (additional costs defined as overtime or orientation of new Casual employees to accommodate this assignment).

Regular part-time employees who have accepted (a) casual shift(s) may opt out of the accepted shift(s) in order to accept a temporary assignment as described above.

Casual employees may opt out of accepted shifts in order to accept a temporary assignment under the following conditions:

- 6.B.4.** they are oriented in the program;
- 6.B.5.** opting out of their previously accepted shift(s) will not result in additional costs as described above.

6.C. Scheduling of Non-Emergency Shifts - Advance Scheduling

Employees will give requests for time off to their immediate supervisor by noon on the non-payday Friday for the two-week period starting 15 days ahead. Due date schedules will be posted for all staff. Requests for time off will be considered in light of pre-booked vacation, the number of relief required for the period and the needs of the participants in the program.

- 6.C.1.** Program supervisors will complete staff rosters for the same period and submit the rosters by noon on the following Monday to the supervisor responsible for scheduling.
 - 6.C.2.** The scheduling supervisor will schedule all advance relief bookings directly with relief staff, following the established relief booking procedure.
 - 6.C.3.** The scheduling supervisor will provide program supervisors and pager books with copies of updated rosters and a master relief availability sheet which indicates all relief staff booked and/or available for the next pay period.
 - 6.C.4.** Supervisors will be responsible for ensuring there are enough relief staff trained to support the participants of their program and of advising the scheduling supervisor of which staff are trained to support participants.
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6.D. Sick Calls or Emergency Relief Bookings

- 6.D.1** All late bookings / sick calls will be handled by the scheduling supervisor, depending on the program and the nature of the time off request.
- 6.D.2.** Employees requesting time off past the due date should do so on an emergency basis only. Where more than 1 day's notice is available, employees will submit requests to their supervisor. The supervisor will judge the request in light of program requirements and the bona fide nature of the emergency and either fill the shift or redirect to the pager.
- 6.D.3.** Employees who are sick or need time off for personal emergency (where prior notice to supervisor was not possible) must either contact the **Residential** pager supervisor (Residential Cell 778 990 8316) or in the **Day program**, leave a message on the 'sick call-in line' at 604 939 8070 voicemail box 1.
- 6.D.4.** Call in times are 7am to 8 am for Day Program. Residential staff who are calling in sick for an afternoon shift should call at least 2 hours prior to that shift.
- 6.D.5.** Pager binders will include updated rosters, availability sheets, phone numbers and where people have been trained to work.
- 6.D.6.** The supervisor on pager will ensure all schedules and booking sheets are up to date and accurate.

6.E. Relief Booking Procedure:

- 6.E.1. Advance Shifts** will be booked by a scheduling supervisor on the Monday (or Tuesday if a holiday) following submission of availability for the period beginning two weeks in advance. Staff will only be scheduled with participants if trained.
- 6.E.2.** The scheduling supervisor will telephone the relief staff in order of seniority.
- 6.E.3.** A message will be left on the voice mail of the casual employees called, however, after placing the call, the supervisor will move to the next person on the list.
- 6.E.4.** Employees are expected to return the call as soon as possible, whether they are available for the shift or not.
- 6.E.5. Sick/Emergency Shifts**
Employees can expect to be called for sick/emergency shifts in order of seniority between the hours of 7am-9am and 3pm to 9pm. Supervisors will have copies of all advance bookings and availability and will use the same procedure as noted in b-d above.

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7. Scheduling Casual Shifts - Opting Out of Shifts

Permanent part-time employees may opt out of their regularly scheduled permanent work to accept casual work under the following conditions:

- 7.A.** the assignment is in the program that they currently work on a part-time basis;
- 7.B.** the assignment is more than their current complement of hours;
- 7.C.** their regularly scheduled hours can be filled without incurring additional costs (additional costs defined as overtime or orientation of new Casual employees to accommodate this assignment);
- 7.D.** Casual employees may opt out of accepted shifts in order to accept a different shift in the same program (Same program means the specific Residential Service or specific Day Program in which the work was accepted. It does not refer to the 'groupings' of programs which are used to determine the three relief assignments.);
- 7.E.** the shift is of more hours than the previously accepted shift;
- 7.F.** opting out of the previously accepted shift will not result in additional costs as described above.

8. Shift Refusals

Casual employees who refuse shifts on days their Availability Schedules show as available will be subject to progressive discipline up to and including termination.

Except for bona fide reasons of sickness or personal emergency, relief employees are expected to work those shifts for which they have accepted a booking.

9. Shift Cancellations

Relief employees who have been scheduled to work but whose shifts are cancelled when they arrive will receive two hours pay.

10. Keeping track of time booked or worked

The maximum time to be worked by any relief staff in a **two week period** (Sat. to - Friday) is thirty five (35) hours: There is an exception for staff working residential overnights , maximum 80 hours. Any additional time worked is considered overtime. Staff are expected to know when they have worked or are booked for the maximum allowed hours for the week. It is the employee's responsibility to keep accurate records and to inform supervisors who call them to work if accepting the shift will result in overtime. All overtime must be pre-approved by a supervisor. Each relief employee is responsible for submitting a complete and accurate time sheet by noon on the non-payday Friday.

11. Programs and Data Recording

Relief employees are expected to follow daily schedules as written and record all information in participant's logs, communication logs, and all other required documentation
