

# FAQs about the Schedule

## **Who do I contact regarding my schedule and how do I do that?**

The technicians report to the technician supervisor and the assistants report to the assistant supervisors. For both you will use the When to Work website or app if you are requesting days off. We only allow 2 people per position to ask off per day. If you see an unassigned available shift you may pick it up as long as you are not exceeding more than 10 hours of overtime for that week.

## **When are my requests due and how far out is the schedule made?**

The technicians work on a rotation that is tentatively pre-made for the entire year. They will not be scheduled outside of that rotation unless the supervisor discusses that with the technician first. Requests are due for both assistants and technicians by the 1st of every month. We will not accept late requests. We make our schedules in 4-5 week periods depending on how the days fall for that month.

Example: If you want off on August 28th, you need to have your request in by July 1st since we start making the schedule for August in July.

The goal is to have the schedule published by the 15th of every month.

## **It says on When to Work that the dates I want are blocked off?**

Supervisors have the option to block out dates that are already full. It means they are not accepting anymore requests for time off during those red blocked off dates. Your options at this point are to reach out to the staff and see if someone is willing to switch with you.

## **What is allowed when switching shifts?**

Employees must switch with someone that is trained in the same position as them. You cannot have a technician switch with an assistant. Employees are only allowed to switch as long as no one is reaching overtime as a product of the switch.

There are occasions when technicians work 3 days a week. If someone is willing to work your shift and they do not reach overtime then you do not have to switch with them unless that is what you agreed on. Sometimes people are looking for the extra hours and that is acceptable as long as they do not hit overtime.

Keep in mind you need to work at least 30 hours a week to keep your insurance. If you do not work the required amount Rusty will take from your existing PTO.

### **When can I use my PTO?**

PTO can be used for sick or safe leave as well as for vacation. There does not need to be an explanation, only that you are requesting off and using your PTO. For technicians we allow you to request off with PTO a year or two in advance. However, you will be denied the days off if you do not have enough PTO available by the time the schedule for that month is being made.

### **Where can I see my available PTO and request to use it?**

Before you request time off through When to Work, check your PTO balance on your BambooHR. It will tell you how many hours you have available on the top left hand side. Then you can put in your request on When to Work. Once you have been approved by your supervisor and you are getting closer to the pay period you need to use PTO for (Usually a Month Before) you can request to use the PTO on Bamboo HR and Rusty will make sure it gets applied to your paycheck.

### **What can I expect as a Part Timer?**

There are unassigned shifts available in When to Work that you can pick up through the app. If you are a part timer who has a set schedule that they give their supervisor you may do so by email or text. Part Timers understand that full timers always get their full hours first and the part timers receive what is available after that.

### **How are Technician On-Call Shifts assigned?**

Technician On-Call shifts are voluntary and are only allowed on weekends and overnights. You receive \$50/on-call shift if you do not get called in. You must be able to get to the hospital within 30-45 minutes of being called. We do not award on-call shift incentives for individuals on call less than 10 hours. It should be for an entire shift.

### When is Overtime Acceptable?

- When There are Open and Unassigned Shifts on When to Work
- When a Shift Lead Approves You to Stay Late
- When We Need to Find Emergency Coverage

### When is Overtime Not Acceptable?

- For Meetings or Training
- >10 hours of Overtime in a Week
- As a product of Switching for Personal Time Off

### Which shifts have differential and what are the times?

Hours worked between 12:00am - 6:00am will be paid at Base Pay Rate + an additional 25%. It shows up as "Special" on paychecks. Overtime worked during these hours will be calculated at Time and a Half (1.5) plus 25%.

### Which holidays are recognized by AAVEC and how are we compensated?

● <b>New Year's Day</b>	6am-6am	Double X Base Pay
● <b>Memorial Day</b>	6am-6am	Double X Base Pay
● <b>Independence Day</b>	6am-6am	Double X Base Pay
● <b>Labor Day</b>	6am-6am	Double X Base Pay
● <b>Thanksgiving Day</b>	6am-6am	Double X Base Pay
● <b>Christmas Eve</b>	<b>12pm - 6am</b>	Double X Base Pay
● <b>Christmas Day</b>	6am - 6am	Double X Base Pay
● <b>New Year's Eve</b>	<b>6pm - 6am</b>	Double X Base Pay

*Hours worked during holidays do not count towards overtime.* Technicians are required to work the holidays that fall on their rotation for the year. They may switch with each other as long as overtime is not a product of the switch. They may also request to use PTO for 2 holidays if they are available, but it is not guaranteed. Part Time employees are asked to work at least half of the recognized holidays per year of their choosing.

## Can I ask an administrative salaried employee who is an experienced technician to cover my shifts?

Administrative salaried employees, such as your education coordinator, are definitely acceptable substitutions for your shift. *However, they do not receive overtime, differential pay or additional holiday pay.* If they work shifts on the floor, they will not receive extra compensation as a full time technician or assistant would.

There is also no replacement for the responsibilities and duties of the salaried employee. A technician or assistant cannot substitute for the education coordinator. This means the salaried employee would need to work their own work week hours to complete their responsibilities and then provide coverage in addition to that. It can definitely be asked of them, but understand it may be more difficult for them to provide coverage than it would be for an hourly employee.

## What happens if I forget to clock in?

On the rare occasion that you forget to clock in you may use the Time Clock Correction Binder to write in the correction. Please understand that we have over 100 people on payroll and that if each person had only 1 time clock correction per pay period that would be 100 corrections every 2 weeks. Each of these corrections needs to be manually entered and approved by our practice administrator.

*If you are unable to clock in and out appropriately and your corrections become excessive you may receive a verbal warning followed by a write up.*

## When do pay periods start and how often do we get paid?

Pay periods run from 12am on Sunday to 11:59 on the following Saturday. Every employee will be paid every other Friday. Pay stubs can be viewed online and you will only receive a paper paycheck if you do not receive direct deposit or are a new employee. The first paycheck for every new employee is always live. Pay stubs are placed in your mailboxes if you are receiving live paychecks.