

### **Teams Scheduling Consists of:**

#### Members

- All staff associated with the program, regularly scheduled and relief.
- It is the responsibility of a Member to monitor Teams and respond to open shifts they may be available to cover.
- Members will provide adequate time to post and fill shifts when requesting time off through Teams. Adequate time as defined by H.R. Policy 7.2 Attendance and Absenteeism.
- All members have the Teams app available to them on an electronic device.

#### Owners

- A Member designated by a manager who has access to create and fill the Teams schedule. Owners may approve or decline shifts at the Manager's discretion.
- Owners are responsible to make the Manager aware of any gaps or issues with the schedule.
- A Manager is also an Owner and has the ultimate responsibility to make sure a schedule is in place and shifts are covered.
- Decisions around filling shifts are ultimately up to the Manager's discretion.

### **Requests by Members:**

#### Time Off

- Used to request time off (e.g. sick, comp, vacation, etc.)
- Must be made with adequate time to fill a shift
- If requesting a Sick Day, in addition to the request, notify the manager as well as the home.

#### Swapping Shifts

- You may request to swap shifts with another Member who may accept or decline and approval from an Owner will confirm the swap. It is preferred that rather than offering your shift to another directly that the shift is posted for all to have the opportunity to request the shift.

#### Offering Shifts

- To be used only in special circumstances upon approval of Manager. The time off request option should be utilized first. A Manager may direct a staff to Offer a shift to specific staff due to special circumstances in a program such as needing medication training, etc.
- If you require a day off and need coverage, you may Offer your shift to another Member who may accept or decline and is subject to approval from an Owner. This would occur more if the shift you need covered has specific duties such as medication distribution or Team Lead etc.
- If the offer is not accepted, you are required to work the shift. Alternately, the shift can be posted as an open shift.

### Acceptance of Shifts

- Short notice emergency shifts (less than 24 hours of notice) will be filled on a first come first served basis unless otherwise designated by Manager.
- For shifts that allow for more than 24 hours-notice, approval will not be granted until after an identified period of time (i.e. response needed by midnight tonight, or 24 hours from posted, etc.) Owners will attempt to distribute open shifts in a fair and equitable manner. Keeping in mind hours already being worked that week, availability, program needs, etc. Consideration is made to the staff with the least amount of hours that week first, then to the staff with the next least amount of hours, etc.
- If the shift is not filled by a Member, then it is offered to Members outside the team when possible.
- Shifts may also be distributed differently than described above at the discretion of the Manager due to program needs.

### Adjustments to the Schedule

- When Manager is not available, staff call the home to notify that they are calling in sick; **staff will then email, text, message through Teams or call team members to fill the available shift.** When possible, adjust staffing already in place by adjusting shift lengths and/or staffing ratios in an attempt to cover hours.
- If the staff in the home cannot fill a shift during evenings, nights or weekends then utilize the On Call Manager for further direction. The On Call Manager may post the open shift on Teams again or utilize other resources available to them at the time.
- Members will notify the Owners if the time clock differs from the schedule, if staff left early, worked late, called in sick, etc.
- Owners will update schedules after the fact for any adjustments made when they are not available.

### On Call Management

- Managers/Supervisors “on call” during evenings, nights and weekends will be Owners on all Inclusive Living Teams Scheduling thus having access to be able to send out available shifts to individual Teams