SOCP
Employee Overtime Guide

Oregon Department of Human Services
Seniors and People with Disabilities
State Operated Community Program
AFSCME Local 1246-3

2011-2013

DHS | Independent. Healthy. Safe.

NEW in 2011 – 2013 Contract:

NEW: Expanded Overtime

The following criteria do not extend to **anyone who is on approved leave.**

NEW: Once an employee has been trained to work on a house in the status of "Expanded Overtime," they will be expected to work in that house if they are called and are available for work. If they were called, were available and did not work at least one overtime during the period, then they <u>will not</u> be permitted to place their name on the house's "Expanded Overtime List" the next sign up period.

NEW on page 12: Mandatory Overtime

Home guidelines for minimum coverage

The Site Manager will insure guidelines are clearly written as to when a "<u>minimum staffing level(s)</u>" can be utilized.

NEW: When staff are working a "Mandatory Overtime," they shall be assigned the least challenging client and shall not be designated as the primary driver on extended trips.

Introduction

Recommended call-in timelines

In support of a positive work environment, employees need to report their absence from work as early as possible, prior to the start of shift.

Upon opening a new home, within forty-five (45) days and according to each individualized home/department policy, employee(s) will meet to establish recommendations for absence reporting timelines. Each home will take into consideration the needs of the individual(s) living in the home, commuting needs of the staff and <u>minimizing the need for</u> "Mandatory" overtime.

Establishing overtime lists

Employees working in a home have an opportunity to be placed on the "Unscheduled Voluntary" and the "Pre-determined" overtime lists. All direct staff will be placed on the "Mandatory" overtime list as-well-as BVS 1 and 2's, if they are on the "Voluntary" list.

Establishing the "Voluntary Overtime" list

The initial list shall be set up with the "permanent staff" listed by seniority date(s) of the opening home (from most to least).

<u>Temporary staff will have a separated list at the end of the permanent staffs' list and will be listed by seniority date(s) the same as above.</u>

Employees on this list must be able to arrive at the home needing the overtime within one (1) hour of the <u>scheduled start-of-shift where the overtime was accepted.</u>

Maintaining the "Voluntary Overtime" list

The Site Manager or Designee is responsible to add transfer employee(s) to the bottom of the list with eligibility date(s). The transfer employee(s) are eligible to work overtime the day they are officially assigned to the home <u>and</u> have been trained for the home. (The employee has completed the **"Transfer Core Comp."**)

The Site Manager or Designee is responsible for adding any permanent "<u>new-hire</u>" employee to the bottom of the list. The employee is eligible to work overtime the day they are officially assigned to the home and have been trained (completed **"Before Working Unassisted"** portion of the Core Comp) for the home.

The Site Manager or Designee is responsible for adding any new temporary employee(s) to the "Temporary Section" of the overtime list.
When the "List" has been utilized, rotate the list per the "**Voluntary Overtime Process Sheet"** to maintain the accuracy of the list.

"**Overtime Designation Slips**" (waivers) are to be turned in by employees in regards to being called when off duty. Waiver designations will be available to staff in the home for utilization when calling for "Voluntary" overtime.

The Site Manager or Designee is responsible for insuring that all employees on SAIF/Administrative Leave are listed on the overtime list with the code of "LV" and staff on Modified/Job Accommodated with a "U."

The Site Manager or Designee is responsible for insuring all employees on a 30-day restriction are listed on the bottom of the overtime list, with the date they will be permitted back into the rotation. *(See "Failure to Show" etc.)* For exceptions, contact Human Resources (HR).

All employees are responsible for assuring the accuracy of their overtime contact numbers (with a maximum of 2 numbers).

The Site Manager or Designee is responsible for monitoring the utilization and accuracy of lists each time they are used.

Special note: Rotation of "Voluntary Overtime" list

Overtime is offered based on known need, the hours projected are not a guarantee of hours.

Basic voluntary rotation rule

If the overtime is less than two (2) hours the list will not be rotated. If the overtime exceeds two (2) hours the list will be rotated.

If list is "rotated" (Because the person is not feeling well, is a no show NS . . .):
- Keep a copy of the "list" with notations and coding, if the person arrives.
- Rewrite the list, sign the list and note the reason.
  Example: Person showed within 30 minutes.
- Keep the "lists" for the current month and 2 previous months on file.

Employee call-in

If an employee calls in, indicating they will be late and based on <u>the</u> homes' staffing ratio policy, the overtime will be offered as having the potential of being less than two (2) hours or possibly more, up to and including a full shift.

Undetermined hours of overtime available

When the amount of overtime is unknown *(ex. no call/no show of an employee),* the offer of overtime will be for a full shift, with no guarantee of hours.

Less than 2 hours of overtime available

When it is generally known, the offer of overtime will be less than two (2) hours *(e.g. medical appointment, meeting attendance/coverage, etc)*, the list will not be rotated. If, for unforeseen reasons, the overtime exceeds the two (2) hours, the list will be rotated.

"Failure to Show" (NS) for "Voluntary Overtime"

If an employee volunteers to work a "Voluntary Overtime" and fails to show or later indicates they cannot work the overtime, they are placed on the bottom of all voluntary lists. <u>They will be placed on the bottom of the In-house "Voluntary" and "Expanded" lists for a period of 30 calendar days **after** review by the management for extenuating circumstances.</u>

- Management can determine if there are extenuating circumstances.
- Staff will note "NS" code for a no show.
- "NS" will not carry over to new rotated list.

30-Day "On-Hold" process

- The Site Manager of the employees' home assignment is notified of the failure to show.
- In the code column of the "Voluntary Overtime" list, the Site Manger or Designee will record the date the employee will be allowed back into the rotation.
- <u>The Site Manager will notify the Human Resources Office</u> to forward communications to the employees' "Expanded Overtime" homes.

On-Hold impacts on the "Voluntary Overtime" list rotation

- The staff's name will remain at the bottom of the list for 30-days.
- When re-setting the list after the list is used, the employee transcribing the overtime list will carry forward the noted end-date of the 30-day hold.
- Prior to going to the "Mandatory Overtime" list, the employee(s) who are on hold for 30-days will be offered the overtime, but their name remains on the bottom of the list regardless of their response.

Failure to show (NS) for "Voluntary Overtime" due to extenuating circumstances

The Site Manager will review the circumstances on the next working day.

- ▪ If it is determined that the employee should be placed on a 30-day hold, the Site Manager will put the employees name on the bottom of the rotation list. <u>Next to the employees' name, the end-date will be listed that coincides with the failure to show date.</u>

Establishing the "Expanded Overtime" list

The "Expanded Overtime" list <u>contains employee names</u> from other homes who would like to work volunteer overtimes at different homes.

The established Expanded Overtime List(s) are subject to renewal two (2) times per year in **December and June.** Training for these lists is conducted in **January and July.** Training must be completed by January 31st and/or July 31st.

NEW 2011-2013: The following criteria do not extend to anyone who is on approved leave.

Once an employee has been trained to work on a house in the status of "Expanded Overtime," they will be expected to work in that house if they are called and are available for work. If they were called, were available and did not work at least one overtime during the period, then they <u>will not</u> be permitted to place their name on the house's "Expanded Overtime List" the next sign up period.

Employees on this list must be able to arrive at the home needing the overtime within one (1) hour of the <u>scheduled start-of-shift where the overtime was accepted.</u>

The following procedures are being put into place to provide consistency for Support Staff providing the training and for staff signed up for the training.

Expanded Overtime list: timelines, responsibilities, process and sign-up notifications

Staff requesting to work in another home on their expanded overtime list must submit a **"DHS 4654 Expanded Volunteer" Overtime Designation** form to the **Central Office Support Services Manager**.

Employee/staff responsibility:

The form must be submitted during the month of December and June with training to be completed by January 31 and July 31.

- ▪ The sign-up periods for "Expanded Overtime" are <u>June and December of each year.</u>

Central Office Support Services Manager "notification" responsibility:

- Upon receipt of the **DHS 4654 Expanded Volunteer Overtime Designation form** at **Central office the Support Services Manager (SSM)** will sign and fax receipt confirmation, within 5 working days.

- **SSM** will be distributed forms to BVS2's at the individual group homes, during the first week of January and July.

- **SSM** will email notifications of staff's request for training in other homes to each staff's Site Manager.

Coordination of "Training Dates:"

- **BVS2** will coordinate training schedule dates across all shifts.
  - January/July training dates will be coordinated during October/May with BVS1 and Nurse (as applicable).
  - Dates and times shall include one (1) separate training per shift with every effort made to schedule trainings one (1) week apart.

- **BVS2** will submit training schedule dates and times to the SSM.

- **SSM** will email the training schedule across all shifts (dates and times) via group email.

<u>*NOTE:*</u> BVS1, BVS2 and NURSE (as applicable) are to attend each scheduled training together.

January/July training of the staff on the "Expanded Overtime" list

Prior to working in a home, other than the employee's primary assignment, staff must attend training before working overtime in the <u>alternate home</u>.

The **primary Site Manager** will make every effort to adjust/flex schedules (during the week) to allow staff to attend training on duty time, prior to staff volunteering for training.

- **Employees** 15 minutes late to a scheduled training will need to leave and attend a different scheduled training.

- **Trainings will be <u>canceled</u>** if no employee(s) arrive for training within 15 minutes of the scheduled start time.

<u>*NOTE*</u>: *"Expanded Overtime Lists" are effective February 1 and August 1. Previous "lists" are archived for 6 months.*

Client Entrances, Transfers and Yearly ISP's

BVS2 will schedule training dates for staff on "Expanded Overtime List," BVS1 and Nurse (as applicable.)

- **BVS2** will email "offered training dates" to the Expanded OT staff's Site Manager.
- **Site Manager** will confirm agreed upon training date(s) (Mandatory Training, and/or Nurse/Client Relationship Training).
    - Agreed upon date to be schedule during paid time.
    - Paid time / individualized training dates can be coordinated to accommodate staff (**already** on the "Expanded Overtime List"), that are unable to attend the scheduled training. – but these trainings will be on paid time.
    - Staff remain eligible to work "Expanded Overtime" in the home, but *cannot work with clients(s) they have NOT been trained on*, until training is completed.

ISP / Support Document updates

The **Support Staff** responsible for the change in the ISP or support documentation is to email a summary of the changes using the **NEW "Expanded Overtime Staff – Notification of Update"** form. The form is to be emailed to the attention of the Site Manger where the expanded overtime staff works.

The Site Manager is to make every attempt to personally deliver the "notification" to the staff. If this is not possible (due to vacation, opposite shift, etc.) the **"Notification of Change"** form is to be placed in the staff's mail box.

- Expanded OT Staff signature is required to confirm receipt of updates and needs to be returned (via fax) to sender at designated number, within one (1) week.

- One (1) REMINDER will be sent if confirmation of notification is not received.

- Expanded OT Staff cannot work with client *(they are not trained on)* until confirmation form is received by the sending support staff. Staff is eligible to work with other clients within the home.

Tracking Training with "Notification of update & return" forms

1. **"Notification of Update"** forms are emailed to Expanded Overtime Staff's Site Manager.

2. Support staff sending the "notification(s) tracks staff, name of training and dates on the NEW **"Return of Notification"** form.

3. Unsigned **"Notification of Update"** is placed in **"overtime book"** next to staff's **"expanded overtime waiver"** until the signed copy is received.

- o **Site Manager** "flags" overtime *phone list* of each staff that **_has not_** return "Notification of Update," as an alert/aid for those calling for overtimes. It will act as a reminder this staff has NOT been trained on the client update.
- o **Staff** calling for overtime is to REMIND the person of their need to sign "Notification of Update" when they come to work.

Staff may sign the form (upon arrival at the overtime house) **_PRIOR_** to working with the client.

Upon receiving the signed "Notification of Updates" the **Site Manager** will note the signature date and give completed "Notification of Updates" to originating Support Staff for filing.

Training Documentation

The manager will maintain a sign-off sheet indicating the date of training and the employees understanding and adherence to following the overtime process.

Establishing the "Predetermined Overtime" list

The original list is established by seniority in the home:
1. "In-home" staff
2. "Expanded Overtime" staff

Posting of "Prearranged Overtime"

- When Management is notified of an absence . . .

  o A "Fax" notification of the "Expanded" list will be sent.
  o The overtime need will be "Posted" in the homes of "Expanded Overtime" employee(s) for 7 days.
  o The first 4 days of overtime are covered as per the OT process.

- Posting contains the following information:

  o Date(s) of overtime(s) needed;
  o Shift(s) of overtime(s) needed;
  o Closing date and time of posting;
  o Disclaimer – Staff must be on the "Expanded Overtime" list and trained;
  o Fax number of the home needing the overtime(s)

- The staff Fax request(s) back to homes' Site Manager.

- Site Manager notifies the staff, they got the overtime or if there are any changes in the need for overtime.

- In-house employees are given first selection of overtime opportunities then out-of-house staff.

Maintaining "Prearranged Overtime" list

Once assigned to a given shift that employee moves to the bottom of the list.
- Should the assigned overtime become unavailable, the employees name is restored to where the name would have been, had the overtime not been offered, without undoing other assigned overtimes.
- With the addition of a new employee - their name is placed at the bottom of list with their transfer and/or new hire date.
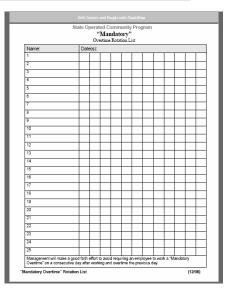
Establishing the "Mandatory Overtime" list

The initial list shall be set up with the "permanent staff" listed from least to most seniority dates at the opening of the home.

Temporary staff will have a separate list at the end of the permanent staffs' list and will be listed by hire date(s) the same as above.

Maintaining the "Mandatory Overtime" list

The Site Manager or Designee is responsible for adding the transfer employees to the top of the list with their eligibility date(s). The transfer employee is eligible for "Mandatory Overtime" the day they are officially assigned to the home and have been trained *(completed the "Transfer Core Comp")* for the home.

The Site Manager or Designee is responsible for adding any permanent new-hire employee to the top of the list. The employee is eligible for "Mandatory Overtime" the day they are officially assigned to the home and have been trained *(with a completed "Before Working Unassisted" portion of the "Core Comp")* for the home.

The Site Manager or Designee is responsible for adding any new temporary employee(s) to the top of the "Temporary Section" of the overtime list.

Special notes: "Mandatory Overtime" list

Home guidelines for minimum coverage

The Site Manager will insure guidelines are clearly written as to when a "minimum staffing level(s)" can be utilized.

New 2011-13: When staff are working a "Mandatory Overtime," they shall be assigned the least challenging client and shall not be designated as the primary driver on extended trips.

Availability

Staff is not to be considered for a "Mandatory Overtime" if they are currently working a "Voluntary Overtime."

If two staff members have the same mandatory date, the employee with the oldest date worked, would work the "Mandatory."

Relief of "Mandatory"

After being assigned the "Mandatory Overtime" the staff working the mandatory overtime has the following options:

- Finish the "mandatory" hours as assigned or,
- Make arrangements for a voluntary staff to come in. *(Using the "Voluntary Overtime" process).*

If two mandatory staff <u>are</u> on-duty and one is able to leave due to alternate coverage *(volunteer or minimum coverage),* the employee with the oldest mandatory date goes home first.
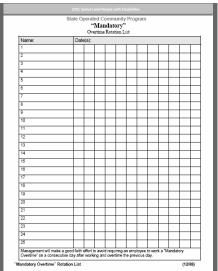
Rotation

Any amount of time worked, rotates an employee to the bottom of the "Mandatory Overtime" list.

When the clocks are adjusted at the end of Daylight Savings Time *(fall),* all staff working on night shift will be rotated on the "Mandatory Overtime" list.

Employee(s) failure to meet "Mandatory Overtime" obligation

The employee(s)' name remains at the top of the "Mandatory Overtime" list the first time he/she does not meet the "mandatory overtime" obligation. Upon not meeting the "mandatory overtime" the second time, the discipline process may begin.

Utilizing the "Overtime" lists

Follow the **"Overtime Process Sheet"** in the **"Overtime Rotation Book."**

"Voluntary Overtime" is called only for the shift immediately following the current shift.

Offer all known "Overtime" needs at the same time if known before calling for "Voluntary Overtime" begins. List is rotated as one for all known overtime needs.

If another need for overtime comes in, after calling has been started, call the remainder of the list with the first known overtime(s), once completed begin the "Volunteer Overtime" process again, beginning with on-duty staff, for the next known overtime. This requires a list for each time the list is utilized and rotated based on number of separate offerings.

Do not wait for return calls from answering machines, pagers, or for the employee to make arrangements and call back - continue moving through the list. If the employee should call back and the overtime has not been taken, it is a first come first serve basis. The list is rotated regardless of what order the overtime was taken.

Codes for "Voluntary" and "Expanded Overtime" lists

AM =	Answering machine, voice mail, pager
C =	Called/ No answer (includes busy signal)
LV =	SAIF / Administrative leave
W =	Working (scheduled to work the shift of the overtime need)
R# =	Refused opportunity (includes waivers). # indicated the number in which the staff refused.
WW =	Will work
<u>**U**</u> =	<u>Modified/Job Accommodated</u>
U/8 =	Unavailable due to not having 8 hours between shifts or working overtime in another home or on an outing without a cell phone.
U/16 =	Unavailable on 16 hour shift (2/16, trade shift, 8 hour overtime)
NS =	No Show or Failure to Show
M/D/Y =	Date of availability for Overtime (30-day hold)

Rotation of the "Voluntary" and "Expanded" lists based on codes

AM, C, W, <u>LV</u>, <u>U</u>, U/8 and U/16 names are written in the order they appear on the list first, from top to bottom.

R#'s are listed next, in the order in which refusals were received, starting with R1.

Last is the WW in the order in which the overtime was accepted, with the final overtime accepted last on the list.

Training of Overtime Procedures

Employees will receive training on the overtime procedure by the Site Manager on the following occasions:

1. As part of the initial training upon arriving at the home.
2. As part of the annual training done at the time the employee receives their Performance Appraisal.

Training Documentation

The manager will maintain a sign-off sheet indicating the date of training and the employees understanding and adherence to following the overtime process.

See "Archive Sheet" for records and retention schedules.

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