

What is Centralized Scheduling?



Centralized Scheduling is a process where a scheduler other than the site supervisor or SW III supports part of the scheduling process. This then enables the supervisor to focus on other program responsibilities

What is the purpose of Centralized Scheduling?

Centralized scheduling of relief staff has been introduced to Community Living Toronto to improve consistency and continuity in programs, to standardize scheduling practices and to address the issue of fair access to available hours. Other expected outcomes include:

Track use of Relief staff & Elect to Work Hours

Effective use of relief staff

Maintain current training and investment in staff through specific training

Provide an adequate pool of relief staff to meet program needs

Compliance with Employment Standards

Support to performance management of relief staff

Centralized management of shift assignments and "Elect to Work" hours.

All time-sheets will be completed through the Centralized Scheduling system

How does it work?

Sites will submit available hours to Centralized Scheduling to be filled that are more than 2 full business days in advance. A Centralized Scheduler will post the hours and process the voicemail acceptance calls from staff who are eligible for the hours and report the acceptances back to the sites.

Initially profiles will be submitted by sites for each relief staff noting preferred contact information as well as availability. Once complete it is the responsibility of each relief staff to keep it current with Central Scheduling.

This information will be entered into a database and used to schedule pooled relief staff to the sites where orientation has been completed.

How do I become successfully oriented to a location?

When a relief staff is hired they will be assigned to a specific site to start the orientation process. Once they have successfully completed their initial orientation they can request from Centralized Scheduling a list of sites that require relief staff. They will then contact the site supervisor or designate and request an orientation.

Relief staff already working within Centralized Scheduling can request a list of locations in their preferred areas where there is a need for more relief staff.

Elect to Work

Why an Orientation?

It is important for relief staff scheduled at any location to have knowledge of the residents living in the home and to have familiarity with the site. Therefore, relief staff will be expected to keep up their orientation at a site, if not they will need to complete another orientation for that site. A site orientation guideline will be used and supervisors will confirm that they meet the requirements of the site. All site specific training required (e.g. G-Tube training, lifts and transfers, behaviour training, etc.) will be scheduled through the site supervisor. Suitability of placement is a priority. The supervisor will determine if a staff has successfully completed the orientation and is suitable for that site.

Who do I report to?

The Centralized Scheduling Supervision team will be responsible for overseeing management of "pooled relief staff". For relief staff, while on duty, any issues requiring supervisory support are to be referred to the site supervisor. If a relief staff has an ongoing issue or an issue needs to be brought forward then it is referred to the Centralized Scheduling Supervision Team.





Centralized Scheduling Overview

CENTRAL SCHEDULING PROCESS

SITE HOURS

Each site will be responsible for offering and assigning available elect to work hours to the Part Time staff once a schedule has been generated before releasing remaining hours to Centralized Scheduling. Part Time staff can be assigned up to a maximum 44 hours per week between Scheduled Shifts and Elect to Work hours.



DAILY POSTING

Hours that become available after the monthly process will be posted daily for staff to review. Staff will use the same call in method for consideration for these hours. Available hours will be posted by 10 am daily and staff will be able to call in until the next morning at 5 am for consideration. The Scheduler will assign and call staff with assignments.



POSTED HOURS

On the 1st of each month at 10:00 am a listing of available hours will be viewable within the staff section of Community Living Corporate website.

The listing will be active from 1000 on the 1st of each month until 2200 of the 3rd during each posting period. This now allows staff 60 hours to respond with their availability.

After reviewing the PDF file of available hours for sites you are oriented at, simply call into (647) 729-3942 then select option 2. This will connect you to Central Scheduling where you can leave your availability for the desired hours for each Region.

Once the Centralized Scheduler has retrieved the messages, they will then be reviewed and assigned in accordance with established criteria. Staff who respond after the deadline may not be considered for posted hours. You will be contacted by the Scheduler with your assignments. If the Scheduler can not contact you the hours will be reassigned. Relief are responsible to ensure the Scheduler can contact you with your assignment. If you change contact information it is your responsibility to contact Central Scheduling right away with the new numbers.

SHORT NOTICE HOURS

These are hours that become available within 48 business hours and are filled on a first come basis by the individual sites.

Please note the following:

In the event of a cancellation staff are required to contact the site where the hours are scheduled.

Staff are not permitted to switch their assignments with another staff without permission from the site supervisor.

Filling of cancelled hours will be done through the supervisor or designate.

Actively check on the Corporate website at www.cltoronto.ca

Read any Important Announcements

View the PDF files of the postings

Call 647-729-3942 option 2 to leave your availability on the region(s) mailbox

Include in the voicemail: Your name, Your ID number, phone number that you can be contacted: the site, date and time of the shift(s)

Confirm your availability with the Scheduler

Check your Personal Schedule and email to view your confirmed hours

Be informed - Attend Information Sessions

'ELECT TO WORK' INFORMATION