



Q&A

Andgo

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ANNUAL VACATION PLANNING

1. What is annual vacation planning?

Annual vacation planning is when all Providence unionized staff plan their vacation for the coming year. This allows leaders to plan ahead for possible deficits and schedule relief accordingly.

Annual vacation planning begins in fall of each year for all PHC unionized employees. During this time, PHC staff submit their vacation requests for time off occurring in the following year. Staff request vacation based on their estimated vacation entitlement that Payroll calculates and by following the annual vacation guidelines and collective agreement rules.

2. How do I submit a vacation request?

All unionized staff will submit their requests for annual vacation through Andgo's employee portal (MySchedule). For step-by-step instructions on submitting requests in Andgo, review the [Andgo User Guide - Annual Vacation Process](#).

Your leader will work with People Staffing to confirm vacation group requirements for your team. If you have questions about whether you will use the employee portal (MySchedule) to submit your vacation requests, please contact your leader.

3. What is a quota?

Quota refers to the number of staff who can be off on vacation at any point in time – this is generally 15%-20% of staff per job category in a unit/department or service area. Your leader/manager will determine your unit's vacation quota based on the size of your unit/department/service area and the operational requirements to ensure appropriate staffing levels.

For example, if your unit baseline is 20 nurses (10 on days and 10 on nights), your unit's vacation quota is between three and four staff who can be off at a time ($20 \times 0.15 = 3$ / $20 \times 0.20 = 4$). The exact number depends on the amount of vacation to be given, the ability to replace at regular rates and the requirements of the collective agreement(s). Vacation relief line staff can be included in the quota.

4. Who do I ask if I have a question about exceeding vacation quota?

Please contact your unit manager/leader as it is up to their discretion and they set the daily quota for your unit.

5. When do I need to submit my vacation requests by?

All staff must submit their vacation requests by the deadline provided by PHC. Employees in the Community and Facilities' Subsector and Health Science Professionals collective agreements must schedule a minimum of 80% of their vacation entitlement by the respective deadlines. Employees covered under the Nurses' Bargaining Association (NBA) Provincial Collective Agreement must schedule all of their vacation entitlement by the

deadline with the exception of up to 37.5 hours (prorated for part-time staff), which they may “hold back” to schedule at a later date.

6. What if I miss the deadline to submit my vacation requests?

If you do not submit your vacation requests by the respective deadlines, you will lose your seniority for that round of vacation planning. Late requests will not be considered.

7. Where do I find my vacation entitlement?

Your vacation entitlement is available in Andgo’s employee portal (MySchedule) under the ‘Annual Vacation Planning’ tab. Your manager also receives your vacation entitlement similar to previous years.

8. What if my estimated vacation entitlement is inaccurate?

If your estimated vacation entitlement does not seem accurate, please contact Payroll at PayrollPHC@phsa.ca or call 604-297-8683.

9. Why can’t I submit my request after making a selection?

You must submit a minimum of three requests ranked in order of your preference before you submit your request. You can add up to a maximum of 20 requests; therefore, the more you request, the more you increase your chances of approval.

ANNUAL VACATION ONLINE MODULE

10. Will I submit all my vacation requests throughout the year (even after annual vacation planning ends on December 31) using Andgo’s Annual Vacation module?

No. Staff will use Andgo’s Annual Vacation module during annual vacation planning, which starts on September 30, 2022 and ends on December 31, 2022.

After December 31, staff will use the current manual process to submit additional vacations requests or to request a change to already approved vacation.

11. Can I request time off that starts in December but ends in January?

Yes. Staff may request vacation that flows into the following year as long as the request starts on or before December 31 and ends by January 7.

12. Can I get notifications to my personal email address?

Yes. Once you are logged into Andgo’s employee portal (MySchedule) you can update your contact preferences with your preferred email address.

13. In Round 3, can I submit multiple requests?

Yes. In Round 3 you can submit multiple lists of requests, but keep in mind that only one request per list can be approved during this round.



14. Can I cancel my vacation once it is approved?

No. Changes to pre-approved vacation is considered only in exceptional circumstances and mutually by the manager and HR on a case-by-case basis that reviews:

- The reason for the cancellation is compelling.
- Rescheduling vacation will not impact other staff and their vacation schedule.
- Overtime is not incurred.
- Relief staff for the vacation has not been scheduled.

15. Can I change my requests after they are submitted?

We recommend that you do not remove or re-rank your submission preferences after you have submitted your request. The more requests you add, the more you increase your chances of approval – you can submit up to 20 requests. Once a round closes, you cannot change your requests.

16. Will partial requests be approved?

No. Only full requests in continuous blocks will be approved and we recommend you make as many requests as you can using any variation of dates to improve your chances of approval.

For example: Feb 10-14 and Feb 20-24 are two separate requests if you are scheduled to work in between Feb 15-19. If you submit these blocks in the same round, only one will be approved.

17. Can I request a single shift or do I have to request blocks?

Yes. You can request a single shift as long as it is a full shift.

18. Will I be able to see if someone more senior than me has selected the same dates as me?

Yes. You will see a yellow indicator on those dates, but you will not see who has made the request. Once you have requested your vacation, you will receive an automatic notification by email from Andgo letting you know that someone with higher seniority has requested the same dates in whichever one of the rounds this request applies to. This does not mean those dates are no longer available; however, if the round is still open, we recommend that you add additional requests in Andgo's employee portal (MySchedule).

19. What should I do if someone with higher seniority has requested the same vacation dates as me?

Please do not remove or change your initial requests unless you no longer want these dates, as more senior employees may choose to re-rank their choices and your initial request may be approved. As requests are processed in order of seniority, to increase your chances of approval, we recommend that you add additional request lists.



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20. If I am away during annual vacation planning, can someone else submit requests on my behalf?

With Andgo's employee portal (MySchedule) you can log in from anywhere in the world with an internet connection using your active directory login. Once logged in, you can participate in annual vacation selection.

STILL HAVE QUESTIONS?

EMAIL VACATIONPLANNINGPHC@PROVIDENCEHEALTH.BC.CA.