

mySchedule Manager Guide - Annual Vacation - Manager FAQ

Frequently Asked Questions

1. How does this process work?

- There are five rounds where employees can submit vacation requests, which will be considered in seniority order
 - Rounds can have three status types:
 - **Active** – employees can enter vacation requests, and this round will be the next to close
 - **Available** – these are future rounds – employees can enter requests in these rounds, but the list of participants is not finalized yet
 - **Closed** – these rounds have closed for applications – employees can no longer enter or change applications in these rounds
- Here is the timeline for each of the rounds:

Round	Opens		Closes		Processing Opens		Processing Closes	
	Date	Time	Date	Time	Date	Time	Date	Time
1	Nov 3	10:00am	Nov 7	10:00am	Nov 7	10:15am	Nov 10	9:00am
2	Nov 10	10:00am	Nov 14	10:00am	Nov 14	10:15am	Nov 17	9:00am
3	Nov 17	10:00am	Nov 21	10:00am	Nov 21	10:15am	Nov 24	9:00am
4	Nov 24	10:00am	Nov 28	10:00am	Nov 28	10:15am	Dec 1	9:00am
5	Dec 1	10:00am	Dec 5	10:00am	Dec 5	10:15am	Dec 8	9:00am

Figure 1

- Employees are organized into vacation groups which consists of one unit and one occupation class by default – you can modify these groups as needed between October 5, 2023 and October 27, 2023.
- Each vacation group will have a daily quota indicating the number of shifts that can be requested off each day – you can modify this quota before the rounds begin.
- Employees will see approved requests and pending requests from more senior staff reflected as they enter applications.

2. Who will be participating?

- Unionized staff in permanent positions (or terms providing vacation hours) in ESP-based units, with Staffing Services-provided timekeeping. Non-contract staff, fully casual staff, Procura-based staff, and fully Decentralized units will not be included.
- Employees with a qualifying position and scheduled shifts between Jan 1, 2024 and Dec 31, 2024 will be included.
 - This will include some employees currently on leave – please reach out to these employees in advance to ensure they can log in to mySchedule and attend/review training information.
 - These employees can also provide managers requests to submit on their behalf.

3. When do I process requests?

- You can process requests for Closed rounds 15 minutes after the round closes for applications – the faster you process, the more smoothly the process will go.
- **IMPORTANT:** All processing must be completed before the processing deadline for each round, or quotas for the following round will be incorrect – see Fig. 1 above for timelines.

4. How does processing work?

- Employees are required to submit a minimum of three requests (up to a maximum of 20) for each round to increase the chances one of their requests can be approved.
- Employee requests are ranked by preference – please approve the first request that meets the criteria for your unit (this will generally be marked as “Recommended”)
- You can only process employees in seniority order – the system will not allow processing out of order
- mySchedule does not support partial approval of requests.
- Employees who have not submitted requests or contacted you about their inability to enter requests can be skipped once the round closes.
- You can enter requests on behalf of employees in Active or Closed rounds.
- If none of an employee’s requests can be approved, and they are not providing any alternate selections, employee requests can be denied. **NOTE:** Denying requests removes the employee from the round entirely – this is a last resort, not a signal to the employee to submit alternate choices.
- **IMPORTANT:**
 - Please read the comments first – employees may include important context for their requests.
 - Be careful when processing – once something is approved, or an employee is skipped or denied, it cannot be undone. Please contact mySchedule@northernhealth.ca for assistance.

5. What if the request exceeds the number of vacation hours available, or exceeds the quota?

- This decision is your discretion – you can override either warning, or move to the next preference (approving another preference will mark the other preferences for the round “Not Approved”)

6. What if none of the employee requests can be approved?

- Contact the employee for an alternate requests – you can enter this request on their behalf.
- If the employee declines to participate in the round instead of providing another request, select to deny the employee for this round. This action is final and cannot be reversed.

7. Can employees change or withdraw their applications?

- Employees can change or withdraw pending applications in Active and Available rounds.
- Employees cannot change requests after rounds have Closed (if necessary, you can enter alternate requests on their behalf if none of their current requests can be approved).

8. What happens if an employee doesn’t apply for anything before the round closes?

- If the employee does not apply or contact you about their application prior to the round close date, they have opted out of the round. Select “Skip This Employee’s Participation” to move to the next employee.

9. What happens after I process all requests in the round?

- After all requests have been processed, the round must be submitted to Staffing Services for entry into ESP. Employees only receive email notification of their application results when the round is submitted.

10. What happens after the last round is complete?

- Employees who have more than 5 preferences to submit will do so using the existing Annual Vacation form outside of mySchedule
- The deadline for submitting these requests to you is 12:00pm PST December 6, 2023. The deadline for submitting these approved requests to Staffing is December 12, 2023.

Need More Help?

What if I run into technical problems or need more assistance?

- Please contact the mySchedule support team by email, at mySchedule@northernhealth.ca