



Inclusion NWT & When I Work Policy & Procedures



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When I Work

When I Work is a scheduling and time management software. Inclusion NWT started using When I Work in 2020. Inclusion NWT initially started to use it to reduce time spent scheduling but realized the additional benefits of the program such as employee time keeping (clocking in and out), posting availability, leave requests, and dropping and picking shifts. This being said, Inclusion NWT has put together this policy and procedures manual to outline how employees should use the software. All Inclusion NWT Staff are responsible for reading and understanding this document.

Expectations

Our expectation is all staff are familiar with the application When I Work to view schedules, clock in and out, add notes to shifts, put in availability (if required – see below), put in leave requests, and track hours worked.

If there is a reasonable circumstance for which the app is not feasible for you to use (ie. no smartphone), please let your manager know and alternative arrangements can be made.

The application does not replace in-person conversations for certain circumstances such as staying late/coming early for work, missing a shift, or requesting time off. The app is intended to aid in schedule and time management and these exceptions will still require a direct conversation with a manager.

Setting Up

When I Work is available both on the play store (Android) and the app store (Apple) as well as on a desktop computer (www.wheniwork.com) by logging in using the login button in the top right-hand corner. As part of your onboarding process, an email invitation will be sent to your email account to set up an account for When I Work. Set and remember the password you choose as this will be used to log in going forward. If you forget your log-in email or password, you will have to contact When I Work technical support. Employees will have access to see their schedules per day, week, or month, set availability, drop shifts, request time off, and use the chat function.

Please contact sil3@inclusionnwt.ca for questions regarding the When I Work app.

If you need technical help (password reset, technical glitch) with When I Work, please contact the help center of When I Work here: www.help.wheniwork.com

Clocking in & Out of Shifts – Supported Living

All Supported Living staff is required to clock in and out for shifts. This can be done on a smartphone, desktop, or on the tablets that are set up in each home.

Each staff will have their unique **employee ID** that will be sent by the Admin as soon as they create a new staff account. This way it is easier to Clock in/Clock out on the house's tablet terminals.

The clocking in and out function is to make scheduling and payroll functions run more efficiently. The system does not round time up or down. You are not expected to clock in and out on the exact minute their shifts start and end. However, you are expected to clock in and out 2-8 minutes before or after the scheduled start or end time.

This may not always be possible. Therefore, we highly suggest using the notes section when needed so your timesheet accurately reflects hours worked.

When you clock in and out, there is an option to write a note. Managers have the ability to edit time for payroll so please use the notes section to explain your circumstance. For example, if you clock in 10 minutes late for a shift because you forgot to clock in on time, please make a note of that, ie. "I was here at 9:00 am, forgot to clock in until 9:10." When management sees that note, they will adjust the clock in time to reflect the scheduled and worked time.

However, if you were in fact late for a shift please be transparent about that as well in the notes "I was 10 minutes late, my car wouldn't start." Management will then not adjust the start time but leave it as is.

When clocking in and out goes beyond 10 minutes is when we will begin to look into the reasons why. If there is a note, for example, if you added the note, "the staff who were meant to relieve me were 15 minutes late and I had to stay to cover", then management will confirm. If there is no note, we will round it to the scheduled start or end time.

These circumstances happen and Inclusion NWT fully intends to pay staff for having to come early or stay late as needed. That being said, the communication piece is important and must be included in the notes section, otherwise, there is no way of management knowing.

Tracking Time - Respite

Respite workers are responsible to input their own time on the When I Work application. As time is scheduled between an employee and the respite family, there are no scheduled shifts and therefore time needs to be entered by Respite staff manually. If you need assistance, please send an email to sil3@inclusionnwt.ca for further instructions.

In the notes section, please include:

1. A maximum of 513 characters can be input on the notes section including space
2. Family worked with
3. What you did during the time together (arts, crafts, sports, homework, board games, etc.)

- Mileage can be entered (ABM->SPCA->Canadian tire-> Rat lake-> Family home) would be an example. Staff can give the estimated Mileage on the note and the manager will verify it. See image sample below

| | | | | | | |
|-------------|---|-------|-------|------|--------|------|
| Sun, Oct 10 | + | 15:00 | 17:00 | 2.00 | Skills | Note |
| Mon, Oct 11 | | | | | | |
| Tue, Oct 12 | | | | | | |
| Wed, Oct 13 | | | | | | |

Note

Respite Family: Marco Polo
 Activity: Outings, Crafts
 Destiantions: (This should be in order)
 AbeMiller -> SPCA->Rat Lake -> Canadian
 Tire-> Family home(Manager will verify the
 Kilometers used)

If an employee has their respite set up to be on the same weekly schedule (same days and times), Inclusion NWT can help set it up as a consistent schedule in the app so you can clock in and out.

Availability & Leave Requests

Availability will be set for part-time casual staff, floaters, and other employees who do not have a set nor consistent schedule. These staff will be required to enter availability to allow managers to build the schedule. Employees can be as specific or as broad as needed in terms of setting availability, for example, you can set availability as Monday-Friday all day or specific hours such as, available Tuesday 6:00 am – 12:00 pm.

Full time permanent, part-time permanent, or those who are on a set schedule is not required to put in availability. Managers assume you are available unless you have a leave request submitted. Therefore, if you need time off, this will be done through the time of request function on When I Work.

If you are unclear if you are to put in availability, please contact your manager.

For all permanent and term staff, if you are requesting time (vacation or extended medical), there is an additional calculation and form to allow for that. Please contact Akiko, Finance Manager, for that additional form. Leave that exceeds leave earned is not done on the When I Work application.

Time off Approval

The Executive Director, Managers of STSE and Manager SL is the only person who is able to approve time-off requests. The process for leave off is as follows: the employee submits a leave request on When I Work, the manager(s) will add a note if it is recommended by them, Approvers will review and have final approval or denial. You will receive a notification when time off is approved or denied from When I Work, alternatively, you can always check the time off requests tab from the dashboard on the app.

Dropping a Shift

As a Supported Living staff, if you are sick and cannot make your shift, you must call the on-call phone before dropping the shift on the app. Only dropping a shift on the app is not sufficient.

If you are not able to make a shift that you are scheduled for, call the on-call number, explain your situation, and wait to hear back from the on-call to see if they were able to find someone to cover your shift. The shift is not dropped until it has been covered. This will be communicated with you through the on-call.

If you work in other services (except respite), if you are sick, call or text your manager.

Additional Information

If you have additional questions or concerns about When I Work and how Inclusion NWT is using it, please contact sil3@inclusionnwt.ca. For technical (forgetting password, step-by-step instructions, etc.) issues for When I Work please visit the help center www.help.wheniwork.com.