

HR Connect Issues Updates 02262021

- Coding shift premiums like lead, hospital, distant travel premium etc can't be done by staff members. It is not working for the staff to rely upon management to enter the appropriate premiums:
 - **Current Status: Only managers can add premiums if it is for partial day but can be set up for employees working a full day. If it needs to be changed after the fact, this can only be done by managers.**
- 10 hour shift employees getting paid OT for anything above 8;
 - **Current Status: If profile is wrong manager needs to correct it. This could be a training issue for managers to fix if still a problem. Will need specific examples to address with the managers. Note: we are assuming these employees are not working a variable schedule**
- Personal flexible days not paid correctly, staff being told that the hours should have been prorated all along, which is not correct;
 - **Current Status: Please let us know if employees are still experiencing pro-rated flex days.**
- Incorrect lunch profiles, lunches not being taken out; -
 - **Current Status: This could be a combination of manager training and/or a system issue therefore need ticket or name of employee.**
- Incorrect shift profiles (8, 9, 10 hour), resulting in OT;
 - **Current Status: should be able to be corrected by manager**
- Mileage reimbursement not paid;
 - **Current Status: These issues should be resolved. Please send employee names/person #s and details if anyone is still experiencing missed mileage reimbursement.**
- Local 7 represented members can't submit vacation requests even though they will accrue sufficient amount by time of vacation
 - **Current Status: Local 7 reported this and management has escalated it.**
- 2-hour wait times with HRSC (not new);
 - **Current Status: Wait times are variable and we encourage employees to use query form: [Submit an inquiry to get a response within 48 hours](#)**
- Inconsistent and incorrect info to resolve issue from HRSC (not new);
 - **Current Status: they are coaching their employees and trying to improve**
- Personal flex time not permitted in short increments (less than 2 hours);
 - **They programmed the use of person flex time to be compliant with the national agreement. The national agreement does allow P-F time to be used in increments as short as 2 hours but not necessarily less.**
- Staff not paid correctly with small shortages of time. It has been reported that if a staff member clocks out at exactly the time they are supposed to they are sometimes shorted a fraction of an hour.
 - **Current Status: The Company believes these issues have been resolved as they have been reported. Any specific examples with ticket number will help facilitate resolution.**

- Modified Info. Continuing Education rollover not implemented (employees' unused CE bank is expiring at the end of their anniversary year)
 - **Current Status: We have escalated some specific employee issues, but if you notice this please email Nate Bernstein.**
- Logging in issues occurring at high volume shift turnover departments. Staff is being told not to log in until exactly the time that the shift starts. Example: In KASC departments this means that staff is clocking in late and potentially not getting paid for all the worked time;
 - **Company is following up with managers.**
- 1 week vacation not credited after six months.
 - **Company will follow up with specific examples. Please provide name and reference number to Nate Bernstein.**
- Service from other regions not properly reflected.
 - **Nate needs specific information and has escalated those specific cases.**
- Shift stand-by pay not an option to be coded
 - **Company is following up with managers.**
- It will only allow you to put in a day at a time so you cannot input a week at a time if you want a week off.
 - **It depends on how the employee enters the information. Please see attached for one day at a time – we are looking for the guide on how to enter in multiple days.**
- It would only allow me to input 12 months from today's date yet the vacation calendar goes through then end of March.
 - **System does only look one year out and issue has been escalated.**
- Float holidays - employees not getting 4 float holidays, getting fewer (Sholeh); Float holidays - not paying people for 9 or 10 hour shifts.
 - **Manager should be able to enter - if have name can educate manager.**