

The Mental Health and Addiction Services Division (MHASD) was reorganized by the County out of the Department of County Human Services (DCHS) and into the Health Department effective July 1, 2015. The attached MHASD Vacation/Holiday/Compensatory Time-off Policy remains effective under the reorganization.



# MULTNOMAH COUNTY OREGON

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DEPARTMENT OF COUNTY HUMAN SERVICES

MENTAL HEALTH AND ADDICTION SERVICES DIVISION

LABOR RELATIONS

SECTION: MHASD Call Center	NUMBER: CC-314
TITLE: Vacation/Holiday/Compensatory Time-Off Policy	ORIGINATED: 08/2007 REVIEW DATE: 03/08
APPROVED:	CONTACT PERSON/S: David Hidalgo, Heeseung Kang

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Applies to: MHASD Call Center Staff

# Attachments: 0

## Vacation/Holiday/Compensatory Time-Off Policy

Call Center MOA

### POLICY:

The Mental Health Call Center is a unique program that provides crisis services on a 24/7 basis, year-round. In order to provide uninterrupted, high-quality services to the public, it is necessary for the Call Center to maintain minimum staffing levels at all times. To this end, it administers a special vacation/holiday/compensatory time-off request policy and procedure.

### PROCEDURE:

At least two weeks before the anticipated time off, Call Center employees submit a completed Request-for-Time-Off sheet. This can be done either by submitting a paper copy or by e-mailing a completed electronic copy of the Request-for-Time-Off form, to the Call Center Office Assistant, Sr (OA, Sr.). The OA, Sr. date-stamps the request, logs the request on the Vacation Schedule, and posts the requested shifts on Coverage Needs (a live document that tracks coverage for vacant shifts). The O.A., Sr. then forwards the request to the Program Supervisor (or Program Manager if Program Supervisor is absent) for approval and signature. Once received, the Program Supervisor processes the request and returns it to the O.A., Sr. The O.A., Sr. then makes a copy for her file, and returns the original request to the ACC.

Program Supervisor/Manager responds to employee vacation requests within two weeks of receiving the request. If Supervisor/Manager has a request for which they need more time to consider its impact on operations, the Supervisor/Manager will let the employee know the reason for the delay and an approximate date by which they will be able to respond.

A request for vacation/holiday/compensatory time off is not officially approved until a supervisor/manager signs the form. Employees may not take such time off before a signature is secured, unless prior verbal approval from supervisor/manager is obtained on an exceptional basis. In the case of verbal approval, the employee submits a Request for Time Off form, as soon as practicable.

Whenever possible, employees submit requests for accrued time off at least two weeks (14 calendar days) in advance. If the request is date-stamped at least 14 days in advance, and fewer than two ACCs are already scheduled to be out, the OA, Sr., and/or Program Supervisor secure a replacement for the vacated shift(s).

### Special Conditions

The requesting ACC is ultimately responsible for securing his/her own replacement when any of the following conditions are met:

- 1) when requests are submitted less than two weeks in advance
- 2) when there are already two or more ACCs scheduled to be out (this does not include vacant shifts)
- 3) when requesting ACC does not have sufficient accrued time off

When any of these conditions apply, the shift(s) are still listed on Coverage Needs, as usual, but if no volunteer is able to take the shift(s) without incurring overtime/double-time, the requesting ACC is ultimately responsible for covering the shift(s). This can be achieved by the ACC securing a replacement, or by working the shift him/herself.

When signing "Special-Conditions" requests, the Supervisor notes on the request that the approval is contingent on the ACC ultimately securing his/her own coverage.

In the event that an ACC wishes to cancel a previously approved time-off request, s/he may do so at any time if another ACC has not signed up for the shift(s) to date. If an ACC has signed up for the shift(s), a cancellation will be allowed only if initiated one week (7 days) in advance.

### Seniority Rights

In accordance with the current DCHS Vacation Policy and current Local 88 Agreement, an ACC may exercise his/her seniority for preference for time off, up to two times in a calendar year. This right may not be exercised if attempt is made less than 60 days from the first day of the time-off request date.

### Holiday Scheduling

Regarding holiday-scheduling policy, see Call Center Holiday Scheduling Policy CC-137, last reviewed 03/08.

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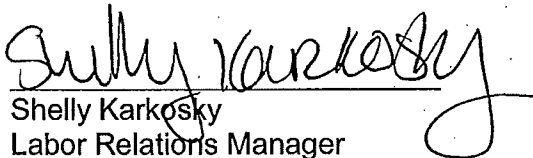
Agreed to on this date, April 9, 2008.

For the Union:



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For the County:



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