TRAINING UPDATE

Lab Location:	GEC, SGAH & WAH	**Date Distributed:**	9/26/2017
Department:	All staff	**Due Date:**	10/17/2017
		Implementation:	**10/17/2017**

DESCRIPTION OF REVISION

Name of procedure:
TOP (Time Off with Pay) Request   **SGAH.L19.8**
Description of change(s):
Section 5: change maximum TOP from 3 to 4 weeks, remove ES Rep notification process, edit location of TOP borrowing form Section 6: update form list *(local forms have been retired)* This revised SOP will be implemented on October 17, 2017

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

Title	TOP (Time Off with Pay) Request	
Prepared by	Leslie Barrett	Date: 3/15/2009
Owner	Robert SanLuis	Date: 11/26/2012

Laboratory Approval		
Print Name and Title	**Signature**	**Date**
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review:		
Print Name	**Signature**	**Date**

Form revised 3/31/00

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1.   **PURPOSE**

Full time and part time (standard 20 hours per week) employees accrue TOP (Time Off with Pay). All employees must submit their TOP requests **electronically** four weeks prior to request date, if possible.

2.   **SCOPE**

Supervisors may honor TOP requests of one day with less than four weeks notice provided
1) Staffing allows for TOP requested with no utilization of over time.
2) The request is submitted via Shift Planning (or WorkForce Central, if appropriate) and the employee discusses the request with his/her Manager or Lab Director.

If the amount of TOP requested exceeds the TOP accumulated to date, the employee is required to borrow TOP, if and only if they meet the minimum TOP Borrowing Minimum Requirements (See section 5.D).

Any request for two consecutive weeks requires four weeks notice. Requests for more than two consecutive weeks have additional requirements as outlined in the procedure.

Time off without pay cannot be approved.

No more than two consecutive weeks TOP will be approved during prime vacation periods (Memorial Day through Labor Day, and Thanksgiving through New Year's Day). There are no exceptions.

3.   **RESPONSIBILITY**

The System Lab Director is responsible for content and review of this procedure.
All Laboratory staff must have knowledge of and comply with this procedure.

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4. DEFINITIONS

ES – Employees Services

Shift Planning – electronic scheduling system

WorkForce Central – employee electronic time keeping system also known as Kronos

Week – a period of 7 consecutive calendar days

5. PROCEDURE

A. General Information

1. Requests for TOP over a holiday require the electronic request be submitted six weeks prior to the request date. Employees are required to rotate holidays and requests for holiday time off may be denied should the same holiday be requested two consecutive years.

2. Should the amount of TOP requested exceed the TOP accumulated to date, the employee is required to borrow TOP, if the minimum requirements are met. Refer to section D.

3. It is recommended that no more then two consecutive weeks be granted to any employee providing four weeks notice.
   a. Any leave duration of three or more weeks requires six months notice and the approval of the Laboratory Services Director. If approved, the manager must send an email to the ES Hospital Representative the day the TOP begins and the expected return to work date. The manager should also notify the ES Hospital Representative when the employee returns to work.
   b. No more than three four (4) weeks leave will be granted.
   c. **Only one leave request will be accepted 6 months to 1 year in advance per employee.**

4. A small portion of unused TOP may be carried over into the current year. Because of this limitation, employees are encouraged to schedule TOP during each quarter of the year.

B. Process

1. Staff submits TOP / Leave requests via Shift Planning (refer to addendum for details).
   a. The employee's supervisor / manager is responsible for entering TOP in WorkForce Central.
   b. Employees who do not accrue TOP must submit leave requests in Shift Planning
   c. Management and QA staff may submit TOP requests via WorkForce Central.

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2. The employee is responsible for informing the supervisor/manager if accrued TOP is not adequate to cover the requested time off. Refer to section D. **Time off without pay cannot be approved.**

3. Non Exempt employees TOP may be taken in half hour increments.

4. Use of TOP does not eliminate the need to work an assigned holiday or weekend. In addition, if the requested TOP time overlaps the employee's regularly scheduled weekend or their routine schedule includes weekends (i.e. Sun-Thurs schedule), the employee must obtain coverage for the weekend shifts. Complete and submit a Schedule Change Request form.

5. No more than two consecutive weeks TOP will be approved during prime vacation periods (Memorial Day through Labor Day, and Thanksgiving through New Year's Day).

6. Approval of TOP must comply with scheduling constraints. Refer to section C below.

C. Maximum TOP Approval by Section

SGMC						WAH				
Phleb	Front Desk	Spec proc	Blood Bank	Core Lab	GEC	Phleb	Front Desk	Spec proc	Blood Bank	Core Lab
2	1	1	1	Day 2	1	2	1	1	1	Day 2
				Eve 1						Eve 1
				Night 1						Night 1

D. Borrowing TOP

1. If the amount of TOP requested exceeds the TOP accumulated to date, the employee must meet the minimum requirements listed below. <mark>The TOP Borrowing Acknowledgement Form can be accessed via Work Force Central and must be completed.</mark> ~~AND must complete a both a TOP Borrowing form and a TOP – Authorization for Deduction from Final Paycheck form. The completed forms are submitted to the supervisor.~~

2. TOP Borrowing Minimum Requirements:
   a. Employees must have at least one (1) year of service.
   b. Employees must not be in active Corrective Action, written warning level or above.
   c. Employees must not be in the circumstance of having given notice of intent to leave the company including Reduction in Force.

3. The following specific guidelines should be used in deciding borrowing issues:

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a. For a single event an employee may borrow up to one week of routinely scheduled hours with supervisory approval provided their TOP balance does not exceed negative 80 hours.
b. In certain circumstances, such as the waiting period for Short Term Disability, employees may borrow up to two weeks of routinely scheduled hours in a single event provided their balance does not exceed negative 80 hours and they will be able to earn back the hours borrowed before the end of the TOP Plan Year end.
c. Work Force Central will impose a cap on borrowing at negative 80 hours. An employee will not be able to request time in excess of negative 80 hours.
d. At the time of the request the employee will receive a notice in Work Force Central that borrowing TOP is considered a loan from the company and they are expected to pay it back if they leave the company with a negative balance.
e. Prior to approving a request to borrow TOP a supervisor should consult with their manager.
f. At the time the supervisor approves the request in Work Force Central they will receive a reminder that the employee's balance is negative and a TOP Borrowing Acknowledgement form should be signed by the employee and forwarded to HRSC. A copy is also kept on file.
g. Management may encourage use of borrowing where it allows broader scheduling throughout the year for operational effectiveness.
h. An employee **calling out on an unscheduled absence** who does not have TOP available may borrow TOP subject to supervisor approval. However they are not required to borrow TOP (only applies to a call out).

4. All forms are retained in the employee's personnel file.

5. An employee can borrow 80 hours of TOP provided they will accrue that time in the current TOP year. Borrowing TOP requires the signatures of the section Supervisor/Manager and the Laboratory Services Director.

6. For employees on a leave of absence covered by Short Term Disability or Workers' Compensation, TOP may only be borrowed to provide payment for such required waiting periods provided the employee will not end the plan year in a negative balance. Employees are not required to borrow TOP if their current accrued balance does not cover this amount of time. If they choose not to borrow hours, are at the maximum borrowed allotment of eighty-hours (80), or the request to borrow is denied by the business unit, those hours will be unpaid.

7. Employees taking a leave of absence, including an intermittent FMLA leave or a leave not covered by Short Term Disability, Workers Compensation or other state disability are eligible to borrow TOP according to the TOP Borrowing Policy. Employees must use TOP to satisfy the disability waiting period, if they have a positive TOP balance.   If an employee has an unscheduled absence and has a TOP balance of negative 80 as of the most recent pay period prior to the absence, the absence will be unpaid.

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Quest Diagnostics   Title: TOP (Time Off with Pay) Request
Site: Shady Grove Medical Center, Washington Adventist Hospital,
  Germantown Emergency Center

6. **RELATED DOCUMENTS**
   TOP Borrowing Acknowledgement Form (available via Work Force central /
   Kronos) ~~AG.F225~~
   ~~TOP/PTO - Authorization for Deduction from Final Paycheck Form (AG.F263)~~
   Schedule Change Request (AG.F63)

7. **REFERENCES**
   <u>Your Employee Handbook</u>, Quest Diagnostics Incorporated, Jan 2012.
   TOP/PTO Borrowing Policy, Quest Diagnostics, 9/19/13

8. **REVISION HISTORY**

| Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L021.01		
000	3/15/2009	Purpose: Hour requirement for part time accrual Item A.3.a: added ES notification	L. Barrett	L. Loffredo
001	3/22/2010	Updated owner Section 5: Item C added Section 7: updated reference	L. Barrett	L. Loffredo
002	8/15/2011	Update owner Add WorkForce Central throughout. Add TOP borrowing, remove TOP without pay. Update TOP approval by section Section 7: update reference Section 9: revise TOP form	L Loffredo E Abram	L. Loffredo
003	11/26/2012	Update owner Section 5: Item D added Section 7: update reference Section 9: Add TOP Borrowing form	L Loffredo E Abram	L. Loffredo
004	11/11/2013	Section 5: Item D revised to add guidelines from corporate policy, ES approval removed Section 6: forms moved from section 9, add Authorization form Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	L. Barrett	L. Loffredo
5	8/6/2014	Section 5: Item B.5 revised to add weekend coverage Section 6: add Schedule Change form	L. Barrett	L. Loffredo
6	10/3/2016	Header: add other sites Section 1: specify electronic request Section 2: add Shift Planning Section 4: add definition of Shift Planning & week Section 5: item B revised to include Shift Planning Section 6: remove TOP request form Section 9: instructions added	L. Barrett	R. SanLuis
7	9/5/2017	Section 5: change maximum TOP from 3 to 4 weeks, remove ES Rep notification process, edit location of TOP borrowing form Section 6: update forms	L. Barrett	R. SanLuis

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9.   ADDENDA AND APPENDICES
Submitting Leave Request in Shift Planning

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Submitting Leave Request in Shift Planning

1. Access Shift Planning and log in using your username and password.

    Note: the system will automatically log in with the last active user if that user did not log
          out prior to closing the program. It is important that each user log in with his/her
          own username to appropriately request vacation time.

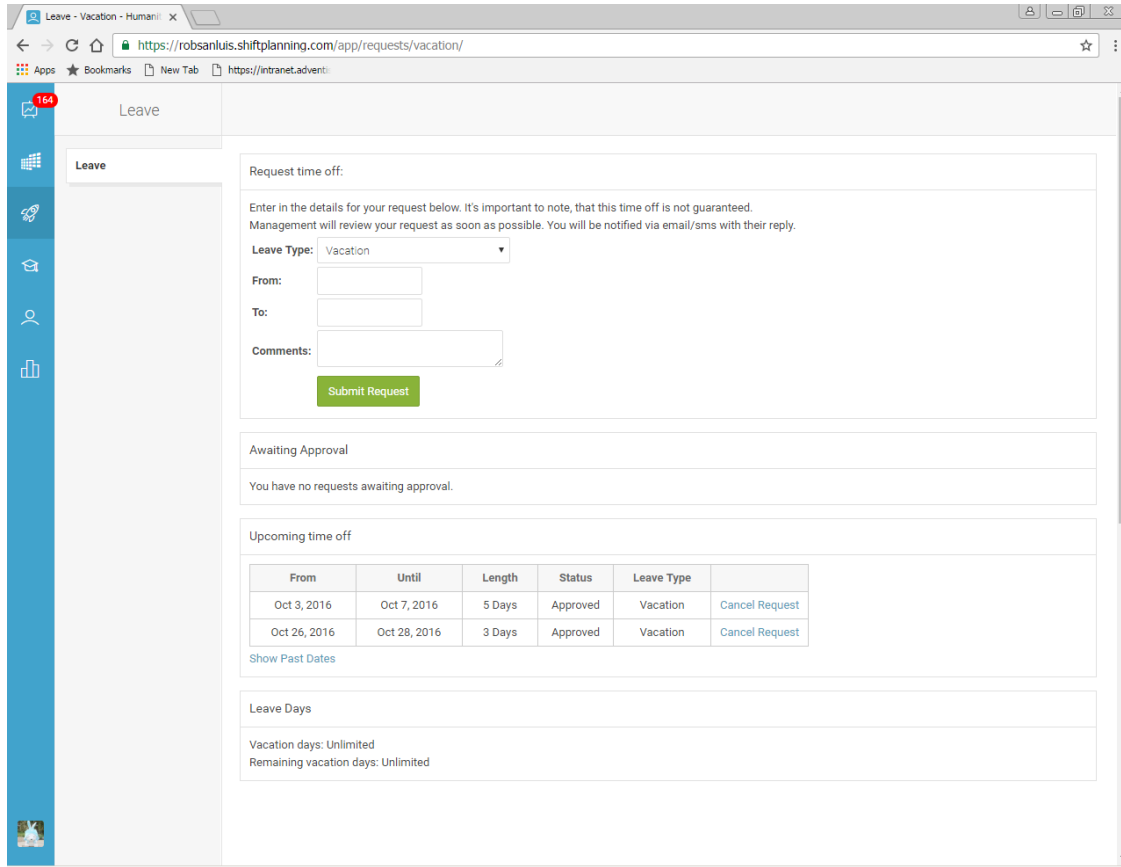2. From the dashboard, click on the rocket icon to access the leave screen.
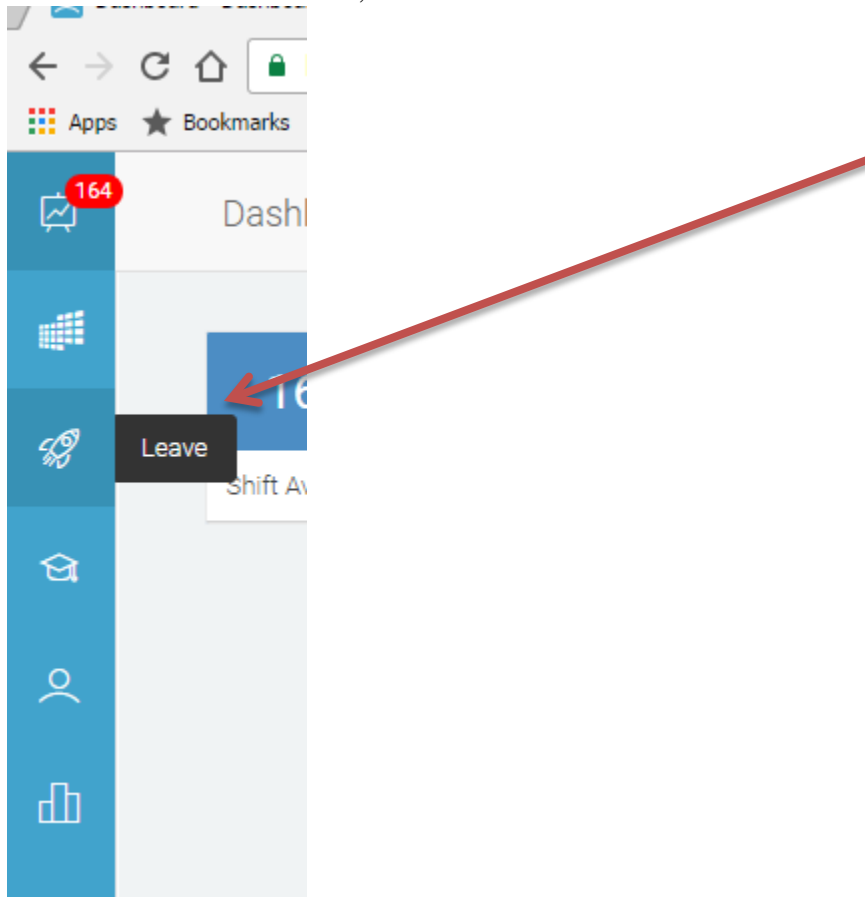
3. Click on the "Request Leave" button in the upper, right-hand corner.
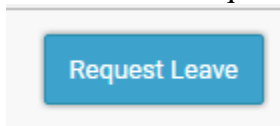
4. From the leave screen, complete the following prompts:
    a. At the "Leave type" prompt, select "vacation" from the dropdown menu.
    b. At the "From" prompt, type the date on which your vacation request starts. A
        calendar will open when you click in the result field.
    c. At the "To" prompt, type the date on which your vacation request ends. A
        calendar will open when you click in the result field.
    d. At the "Comments" prompt, you can free-text a message if you would like to add
        details to your request.

Note: Include the dates for the entire vacation request. It is not necessary to separate requests by pay period.

5. Click the "Submit Request" button.

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