TRAINING UPDATE

Lab Location:	GEC, SGMC & WOMC	**Date Distributed:**	2/25/2020
Department:	All staff	**Due Date:**	3/25/2020
		Implementation:	**3/17/2020**

DESCRIPTION OF REVISION

Name of procedure:

Paid Time Off (PTO) Request   SGAH.L19 v9

Description of change(s):

Most of these changes were implemented in 2019, policy is now updated to match practice

Header: changed WAH to WOMC

Replaced PTO with PTO through out

Section 4: added PTO & PTO Health

Section 5: updated borrowing process

Section 9: added My Time for exempt staff

This revised SOP will be implemented March 17, 2020

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

Non-Technical SOP

Title	**Paid Time Off (PTO) 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:	

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1.   **PURPOSE**
Non-exempt full time and part time (standard 20 hours per week) employees accrue PTO (Paid Time Off). All employees must submit their PTO requests **electronically** four weeks prior to request date, if possible.
Exempt employees follow the My Time process and do not accumulate PTO, refer to addendum B for details.

2.   **SCOPE**
Supervisors may honor PTO requests of one day with less than four week notice provided
　　1) Staffing allows for PTO 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 PTO requested exceeds the PTO accumulated to date, the employee is required to borrow PTO, if and only if they meet the minimum PTO Borrowing Minimum Requirements (See section 5.D).

Any request for two consecutive weeks requires four week 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 PTO 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.

4.   **DEFINITIONS**

       PTO – Paid Time Off, bank of time that employees may use to be paid while taking time away from work while on vacation, when they or a family are member are sick or to stay healthy, or to take care of personal business. The accrual rate is based on years of employment; refer to ourQUEST online web page for details.

       PTO Health – 56 hours of PTO that may be designated for health-related events annually. It is not subject to supervisory approval but employees must still provide appropriate notification when unable to work. Notes:
       - Time is withdrawn from PTO allotment
       - PTO Health balance reflects only what time may be designated as such
       - PTO Health accrues throughout the plan year

       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 PTO 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 PTO requested exceed the PTO accumulated to date, the employee is required to borrow PTO, if the minimum requirements are met. Refer to section D.

          3. It is recommended that no more than two consecutive weeks be granted to any employee providing four week notice.
             a. Any leave duration of three or more weeks requires six month notice and the approval of the Laboratory Services Director.

b. No more than 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 PTO may be carried over into the current year. Because of this limitation, employees are encouraged to schedule PTO during each quarter of the year.

B. Process

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

2. Refer to the Attendance Policy for PTO health details. Both planned and unplanned time off may be requested.

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

4. Non-exempt employees PTO may be taken in half hour increments.

5. Use of PTO does not eliminate the need to work an assigned holiday or weekend. In addition, if the requested PTO 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.

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

7. Approval of PTO must comply with scheduling constraints. Refer to section C below.

C. Maximum PTO Approval by Section

SGMC						WOMC				
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 PTO

1. If the amount of PTO requested exceeds the PTO accumulated to date, the employee must meet the minimum requirements listed below. The PTO Borrowing Acknowledgement Form can be accessed via Work Force Central and must be completed.

2. PTO Borrowing Minimum Requirements:
    a. Employees must have at least ~~one (1) year~~ 90 days 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:
    a. For a single event an employee may borrow up to one week of routinely scheduled hours with supervisory approval provided their PTO 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 PTO 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 PTO 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 PTO 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 PTO 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 PTO available may borrow PTO subject to supervisor approval. However they are not required to borrow PTO (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 PTO provided they will accrue that time in the current PTO year.~~ Borrowing PTO requires the signatures of the section Supervisor/Manager and the Laboratory Services Director. **Note**: The manager/supervisor may deny the request for any employee that does not have PTO accrued.

6. Employees must use PTO to satisfy the disability waiting period, if they have a positive PTO balance. If an employee has unscheduled absence and has a PTO balance of negative 80 as of the most recent pay period prior to the absence, the absence will be unpaid.

7. Except for the purposes of covering designated health time, intermittent FMLA leave, leave not covered by Short Term Disability, Workers' Compensation or other state disability leave, borrowing is at the discretion of the supervisor / manager and may be denied.

6.   RELATED DOCUMENTS

PTO Borrowing Acknowledgement Form (available via Work Force central / Kronos)
Schedule Change Request (AG.F63)

7.   REFERENCES

Paid Time Off policy, https://questdiagnostics.ehr.com/us/en/Pay/Pages/Paid-Time-Off-(PTO).aspx

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 PTO borrowing, remove PTO without pay. Update PTO approval by section Section 7: update reference Section 9: revise PTO 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 PTO 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

| Version	Date	Reason for Revision	Revised By	Approved By
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 PTO request form Section 9: instructions added	L. Barrett	R. SanLuis
7	9/5/2017	Section 5: change maximum PTO from 3 to 4 weeks, remove ES Rep notification process, edit location of PTO borrowing form Section 6: update forms	L. Barrett	R. SanLuis
8	2/17/2020	Header: replaced WAH with WOMC Replaced PTO with PTO through out Section 4: added PTO & PTO Health Section 5: updated borrowing process Section 9: added My Time for exempt staff	L. Barrett	R. SanLuis

9.   **ADDENDA AND APPENDICES**
   A. Submitting Leave Request in Shift Planning
   B. MyTime for Exempt Employees

Addendum A   **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.
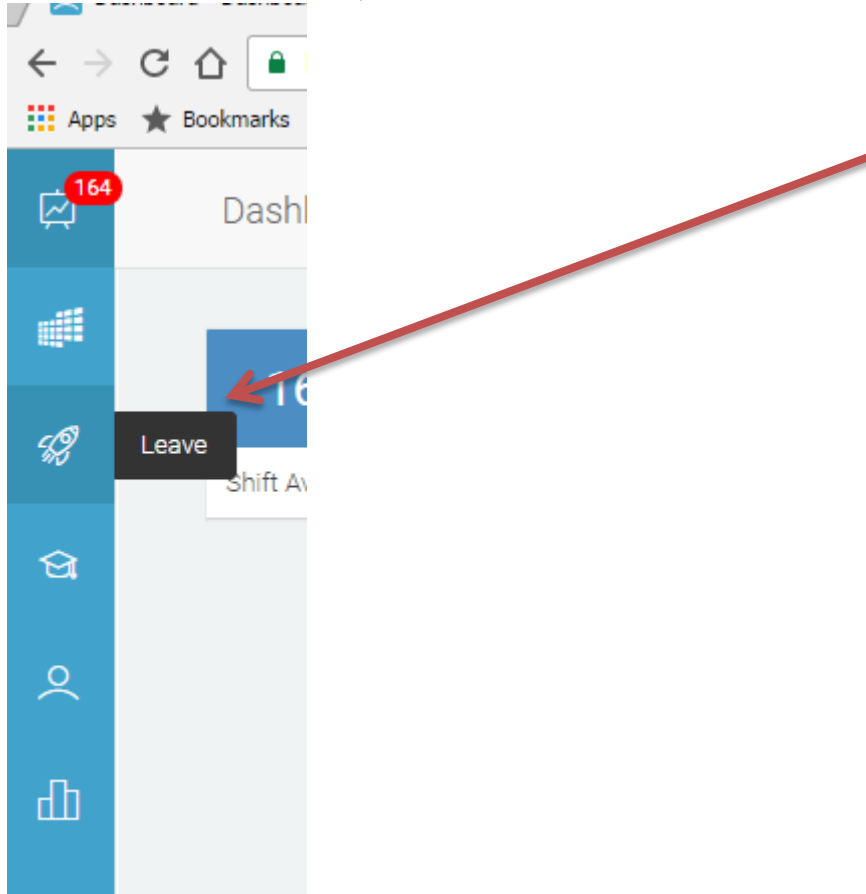
3. Click on the "Request Leave" button in the upper, right-hand corner.
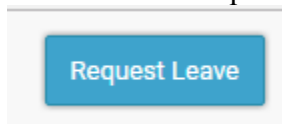
4. From the leave screen, complete the following prompts:
    a. At the "Leave type" prompt, select "vacation" from the dropdown menu.
    b. At the "From" prompt, type the date on which your vacation request starts. A
        calendar will open when you click in the result field.
    c. At the "To" 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.

Addendum B   MyTime for Exempt Employees

Benefits of the MyTime policy
- Empowers exempt employees to make decisions that impact their work and personal lives
- Supports a work-life balance based on individual and business needs in consultation with managers
- Strengthens mutual commitment between employees and the company
- Positions Quest as an Employer of Choice and supports our Employee Value Proposition

How it works
- Time off for vacation and personal reasons is not accrued and is not bound by minimum or maximum allotments. It is subject to fulfilling your job duties.
- MyTime may be taken as needed with manager approval.
- Employees are encouraged to discuss their time off request with their managers.
- Requests for MyTime should be made as far in advance as possible, (the more notice, the better) which will allow for appropriate coverage plans to be in place before MyTime is taken.
- MyTime requests beyond two weeks will require next-level manager approval (based on business needs/hardship).
- Employees will continue to receive base salary and remain eligible for benefits during any period of MyTime.
- MyTime (MT) is separate from other leave policies, such as Health Time, FMLA and Short Term Disability.
- This policy is not meant to establish a pattern of regular time off (i.e., every Friday or two consecutive months) that would otherwise be considered a flexible work arrangement.
- At an employee's termination, since there is no paid time off provided or accrued, there is no balance of unused accrued time owed or paid out.

Tracking MyTime
Employees will still submit MyTime requests for manager approval. Use the green button on the MyTime page or log into WorkForce Central. Requests are limited to full or half day increments. Tracking of MyTime is performed for recordkeeping purposes, and is in no way meant to interfere with, restrain, or deny the exercise of, or the attempt to exercise, any right afforded under this Policy.
- If a Company-paid holiday falls during an employee's time away, the employee will receive holiday pay and holiday time off, and the time away will not be under this policy.

Health Time
Employees eligible for the MyTime policy will have 56 hours of health time front loaded and available for use on June 23, 2019, to provide paid time when an employee needs to be away from work for a health related reason as outlined in the Health Time policy.