

CENTRAL STATE HOSPITAL
POLICY

SUBJECT: STAFF HOLDOVER POLICY

ANNUAL REVIEW MONTH: AUGUST

RESPONSIBLE FOR REVIEW: DIRECTOR OF NURSING

LAST REVIEW COMPLETED: August 2008

I. **Purpose**

The holdover policy is established to ensure that minimum staff coverage will always be maintained even in the event of unplanned absences. All direct care staff responsible for providing shift coverage shall be placed on a holdover rotation schedule to cover unplanned schedule changes. The person designated as the holdover person is the staff member who must remain on duty when there is an unplanned schedule change, absence, or event which cannot be covered other than having a staff member remain on duty into the next shift. Rotation holdover schedules shall be developed for each particular group of staff; (i.e., HST; HST, LD.; nurse; charge nurse, etc.). Holdover schedules may be developed at the living unit, building or service level depending on the requirements of the service.

Implementation of this policy requires participation and cooperation from all direct care staff. All staff are expected to participate by reporting for work promptly as scheduled, notifying the person in charge of the designated work unit when unable to report for duty, when entering on duty, as well as checking with the person in charge of the designated work unit prior to leaving duty. Use of the holdover system will be implemented only after all other methods of coverage have been exhausted. The supervisor may have to reassign or detail staff to ensure that the safety/quality of client care is not compromised.

II. Procedures

Service Chief/Unit Charge Person

1. Each service chief is responsible for assuring that a staffing plan is in place to define minimum coverage for each work unit. This staffing plan will be used in planning schedules and when approving leave request. The holdover system will be used when unplanned absences/schedule/changes/events occur and all other methods of staffing change, such as requesting volunteer coverage, have been used in an attempt to obtain needed coverage.
2. The holdover person will be notified as soon as possible when a call-in occurs in order to prepare the holdover person of the possibility of working a second shift. It is always preferable to have a new staff member come in as opposed to using the holdover staff person for a second shift. The holdover staff will have first preference for the work location for their second shift.
3. In the event of schedule changes during the month, the person responsible for scheduling must notify the staff member approving the time change in order to make adjustments in the holdover schedule. In the case of licensed nurses, the self scheduling group may need to convene to adjust the holdover schedule. If the approving staff member fails to notify the scheduling person of any needed changes, the approving staff member will be responsible for covering staffing shortages that may occur.
4. If the designated employee calls in, the holdover duty will rotate to the next person on holdover duty; the person who calls in will be placed in the rotation in the holdover person's previous slot. If the holdover occurs by Wednesday, every effort will be made to adjust the individual's work schedule to minimize, if not eliminate, FLSA time/overtime or compensatory time.
5. The holdover schedule must be reviewed daily and adjusted as necessary to ensure accuracy and avoid accrual of overtime.

Direct Care Employee

1. Each employee will be scheduled for possible holdover on a rotation basis. The holdover rotation schedule will be based on scheduled work days. The holdover schedule must be reviewed on a daily basis and adjusted as necessary to ensure accuracy. Modifications will be made based on changes in staff work day changes. When changes are necessary due to illness/injury, volunteers will be asked to provide the necessary coverage.
2. In order for the scheduling person to make appropriate adjustments to provide adequate staffing coverage, the employee calling in should call in at least one (1) hour prior to the beginning of the shift to notify the appropriate person of absence. It is preferable that the person calling in, notify the unit charge person as early as possible unless there are extenuating circumstances which prevent the person from calling in. If the employee is unable to call immediately, he/she should call as soon as possible to discuss the absence and reason for not calling in within the appropriate frame. Not calling in without appropriated justification or within the appropriate time frame may be subject the employee to disciplinary action.
3. The holdover person must check with the person in charge of the designated work unit prior to leaving off duty. If assigned staff refuses to stay over, appropriate disciplinary action will be taken.
4. All unit direct care/nursing staff are expected to participate in the holdover schedule rotation.

Approved:

This policy has been approved by the CEO and CMO on 9/8/08.