Guest Services

Leave Policy

The following Leave Policy will be used to establish department specific guidelines for all Hospital Guest Services staff.

**Time off Requests:**

All excused Leave Requests for PTO must be submitted via VandyWorks at least 3 weeks prior to the “6-Week VandyWorks Schedule” in which the leave will occur. This also applies to all Leave Requests for partial days off using PTO (Paid Time Off). Leave Requests may not be approved due to staffing levels, number of requests, and order of requests. **Scheduled Leave Requests will not be approved for employees with a zero PTO balance.** Due to the unpredictable staffing needs of the department, Leave Requests should not be submitted for dates greater than 6 months out without consulting the appropriate Supervisor.

**Alternatives outside request deadlines**

**Substitution Leave Requests:**

A Substitution Leave Request may be submitted if a staff member finds a qualifying Guest Services Representative to pick up his or her shift. A qualifying GSR must not go into overtime (Sun-Sat) by picking up the additional shift and must be adequately trained to fill the position. Substitution Leave Requests must first be submitted to the appropriate Supervisor via email with a reasonable amount of time prior to the requested day(s).

**Recommendation**: It is recommended that employees use the substitution *alternative* prior to *requesting time off in Vandyworks* to insure time off approval.

**Swap Days**:

All Swap days requests must be submitted to the appropriate via email with a reasonable amount of time prior to the requested days. A Swap day request may be submitted if a staff member finds a qualifying GSR to swap days with. A qualifying GSR must not go into overtime (Sun-Sat) by picking up the additional shift and must be adequately trained to fill the position. All Shift Trades must be in the same pay period (Sun-Sat). Preferably, swaps are between staff with the same shift hours (10 for 10 or 8 for 8). Other kinds of swaps may require the use of PTO (paid time off), but cannot require overtime.

**Personal Emergency Time (PET):**

Personal Emergency Time may be requested and must be approved by the appropriate Manager/Assistant Manager.A personal emergency is an episode or incident that occurs after the leave request deadlines. Each employee will be allowed 5 excused PETs per year. (June 1-May 31). Requests must be made

**24 hours** prior to start of shift. (Example: start of shift 7:00am, request must be made 24 hours earlier on the previous day by 6:59am.) A PET may represent an absence, leaving early or coming in late to work.

(Examples: relative or close friend’s funeral, family unplanned activity, mechanical or electrical emergency)

**Personal Emergency Time (PET) Guidelines**:

1. All episodes subject to Manager’s approval.
2. An episode is defined as any leave from scheduled shift. (absence, tardy, or leaving early)
3. PET cannot be consecutive days .
4. Requests must be made 24 hours prior to start of shift.
5. Request must be entered in Vandyworks.
6. Accrual time is used to replace time off.
7. PET will not be granted during holiday weeks.

Note: All absences or tardies within 24 hours of shift apply to the guidelines of the Vanderbilt Attendance and Punctuality policy.

<http://hr.vanderbilt.edu/policies/attendance-punctuality.php>

Guest Services Leadership reserves the right to revise or eliminate department policies at any time.

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