



# Labor Pool Employee FAQ

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## Registration and Availability

### **Do I need to register for the Labor Pool? What if I’m already being reassigned within my department or site?**

The first priority is for staff whose schedule/FTE is impacted to find work within their department. If department work has been exhausted, then priority should be placed on other work within that site or location. Employees will be expected to accept those department or location reassignments.

If, however, there is not enough work to bring an employee to his or her hired FTE/schedule, then that employee should register for the Labor Pool (see next question). By entering the Labor Pool you’ll be eligible for 1) reassignment to critical needs elsewhere in the organization and 2) paid furlough for any unassigned or unworked portion of your hired FTE.

### **How do I register for the Labor Pool?**

There are two non-provider Labor Pools —one for CentraCare entities and another for Carris entities. Please complete the survey associated with your entity/organization:

[CentraCare entities staffing availability questionnaire](#)

[Carris entities staffing availability questionnaire](#)

### **What if my interest in the Labor Pool changes?**

Please email the CCH Labor Pool at [cclaborpool@centracare.com](mailto:cclaborpool@centracare.com) or the Carris Labor Pool at [carrislaborpool@carrishealth.com](mailto:carrislaborpool@carrishealth.com). Opting out of the Labor Pool will remove eligibility for future Labor Pool reassignment as well as paid furlough.



**Do I need my manager/supervisor's approval to participate in the Labor Pool?**

Yes. All employees wishing to participate in the Labor Pool should have manager/supervisor approval. This is not intended to replace necessary work that's part of your current role, unless your manager/supervisor has approved stopping or delaying that work to participate.

Although the Labor Pool will inform your current manager of a reassignment, please inform your manager if you have been selected for a Labor Pool assignment; likewise if an assignment is ending.

**If my current role is NOT being impacted, can I still submit my name and availability to the Labor Pool?**

Yes. All employees wishing to participate in the Labor Pool should have manager/supervisor approval. This is not intended to replace necessary work that's part of your current role, unless your manager/supervisor has approved stopping or delaying that work to participate.

**What if my current role has been (or will be) partially or fully displaced due to services temporarily stopping?**

You may opt to use PTO or unpaid time, but it's otherwise recommended that you join the Labor Pool. Doing so will provide you the opportunity to be reassigned (based on your availability, current role, licenses/certifications, etc) and maintain eligibility for paid furlough.

**Does my title, supervisor, department, etc change if I perform some work as part of the Labor Pool?**

No. Even though you may perform work for another department, entity and/or manager, you will retain your current job title, supervisor, etc.

**I work under a union contract. Can I still participate in the Labor Pool?**

Yes. We will first encourage managers and supervisors to look for and make available work that can be completed within similar roles within the bargaining unit by those already in the bargaining unit. However, in emergency situations such as this we want to provide as many position opportunities as possible for qualified employees, which may include a union member.



### **Can I join the Labor Pool if I am “casual” status?**

Yes! Your availability beyond that for which you’re regularly scheduled in your primary role could be very helpful to another department. First, check with your manager to see if your department or site has any other work. If none or if you still have availability, then you may join the Labor Pool. Most casual staff are not eligible for paid furlough, however (please consult with your manager to confirm).

## Reassignment, Pay and Clocking

### **If reassigned via the Labor Pool, is this the same as a position transfer?**

No. This is a temporary assignment. Based on your availability and tasks needed, this may be a single shift, intermittent or sporadic shifts, or an assignment that lasts several weeks/months. You will retain your current job title, supervisor, etc.

### **What will happen to my current rate of pay? Will I get overtime? Shift differential? Premium pay?**

If your job classification would typically result in overtime or shift/weekend differentials, and your worked hours trigger these pays, they will apply. Other premium pays (i.e., call back, back to back, extra weekend, etc) will not apply.

### **How do I clock my time when working in the Labor Pool position?**

You work time in the Labor Pool position should be coded to the Labor Pool position department. A [timekeeping flowchart](#) is available for your convenience.

### **I’m not familiar with working in another department and/or entity...and possibly even the position I’m matched to. Will I get some training?**

Yes, the manager whose task/work you’re matched with is responsible for providing you the necessary training.



**Will I get mileage reimbursement?**

Every effort will be made to align staff with local needs as to avoid the need for this. However, if those opportunities are exhausted, Labor Pool employees reassigned to a role elsewhere may either opt out of the Labor Pool (utilize PTO or go unpaid) or fulfill the reassignment with eligibility to submit mileage reimbursement per company policy & IRS guidelines.

**Do I have to interview for the Labor Pool position?**

No. This is not a career or job change and is only temporary.

**Will I have a chance to select an opportunity?**

You will be matched to an opportunity based upon the best possible fit given your current position/credentials, location, availability, etc compared to that of the work needed. Unless a hardship exception is asked for and approved, it'll be expected that you'll be reassigned. Rejecting an assignment will result in removal from the Labor Pool.

**If I complete one Labor Pool assignment, will I get the opportunity to have another?**

Yes. You will not have to resubmit your interest. Please contact the Labor Pool to update your availability (see first page).

**What if I don't get a call or get selected?**

It's uncertain as to how many needs there will be...along with how many employees will offer to participate in the Labor Pool. You will be contacted just as soon as there's a match for you. If you're part of the Labor Pool, your primary role has been partially or fully displaced, and you don't get reassigned you will be eligible for paid furlough.

**If I accept one assignment, am I exempt from having to be reassigned again?**

Thanks for your help! With completion of one assignment comes availability for others. You'll remain in the Labor Pool and reassigned again based upon your availability.



## Declining Reassignment, Opting Out, Hardship Request and Paid Furlough

### **Can I opt out of the Labor Pool and still be eligible for paid furlough?**

No, those opting out of or not joining the Labor Pool and are not working up to their hired FTE will need to record their time as either PTO or unpaid for that remaining time. To be eligible for paid furlough, employees must register for the Labor Pool and be available if contacted to work. If registered for the Labor Pool but not called upon to work, you will still be eligible for paid furlough.

### **Can I refuse to work a shift or position if I'm contacted by the Labor Pool? Does that impact my qualification for paid furlough?**

Labor Pool registrants are asked for schedule/availability along with current title and licenses/certifications/skills. Because of that, you'll be contacted based on what appears to best match your abilities and organizational needs. It's therefore critical for you to be available. Refusal to accept an assignment will result in your removal from the Labor Pool (and eligibility for future reassignment and paid furlough). A hardship exception can be requested and reviewed.

### **If I've been reassigned but that reassignment presents a significant hardship for me, how do I request a hardship exception?**

In most instances, refusing to accept reassignment will result in removal from the Labor Pool as the Labor Pool is intended to be comprised of employees available for reassignment, even if the reassigned role is different in task or schedule than what is usually worked. There are instances, however, where accepting the reassignment may pose significant risk or hardship to the employee. In that instance, the employee can request of the Labor Pool staff a hardship request. A link will be sent to the employee for a form to be completed/submitted within 24 hours of requesting & receiving. The submitted form will be reviewed by a panel. Approval of the exception request will result in the employee remaining in the Labor Pool with the exception noted so future reassignments can take that into account. Denial of the request will result in the employee being removed from the Labor Pool. Reviews may take up to 3-5 business days.

### **I'm unavailable because I have an underlying condition, or my spouse or a family member does, and I am not joining the Labor Pool as a result – do I qualify for furlough pay?**

Typically, no. Contact Employee Health Services for options. Furlough pay is not intended to cover this type of absence because an employee would not be available for assignment through the Labor Pool.



**If I am in the Labor Pool, can I request time off (ex. summer vacation) and still be eligible for furlough pay?**

No. PTO would be required as per typical policy/practice in this circumstance as it removes an employee from being available through the Labor Pool. Furlough eligibility would be reinstated when an employee returns to available status in the Labor Pool.

Additionally, and depending upon need, vacation or PTO may not be granted.

**What if I don't respond to phone calls or text messages from the Labor Pool?**

If no response after 3 attempts to contact you for reassignment, you will be removed from the Labor Pool.

**What if I don't like or am not comfortable with the position to which I've been reassigned?**

The work you were reassigned to is important...and the reassignment was made based on the skillset determined you could bring to the position. First, share the reasons for your discomfort with the manager of the reassigned position as there may very likely be a reasonable solution. If, after discussing and trying any interventions or solutions, there is still reason for concern please let both managers know (reassigned position manager and your primary position manager). Vacating the reassigned position may result in removal from the Labor Pool (and, therefore, future reassignment via the Labor Pool as well as paid furlough). If vacating the assignment and you still intend to be part of the Labor Pool, please update the Labor Pool as to your availability (see first page).

## Other FAQs

**Can a Carris employee participate in the CentraCare Labor Pool...and vice versa?**

Our preference is to first match Carris employees with Carris needs, and CentraCare employees with CentraCare needs. There are still federal regulations that we would need to comply with to have employees of one perform work for another. If it's found that needs for one are met yet there is talent available to help with another, the Labor Pool coordinators will reach out to you to coordinate this match.



### **Why are positions still being posted on our website if we have employees looking for work?**

A process has been developed requiring approved job postings to meet several thresholds before being eligible for posting on our career website. Many other job postings are being cancelled and instead being submitted as work requests available to the Labor Pool. Those employees whose positions have been most impacted by COVID and operational decisions will be matched first to those work requests. Those matched opportunities will likely provide a longer temporary assignment, thereby providing our employees more sustainable work.

Employees can still apply to positions posted on our website without impacting their eligibility for work via the Labor Pool. Those posted positions and applicants will follow the traditional competitive process for review, interview and selection.

### **What if I have other questions about participating in the Labor Pool?**

Please contact the CCH Labor Pool coordinators at 320-255-6580 (or extension 56580) or email [cclaborpool@centracare.com](mailto:cclaborpool@centracare.com); and the Carris Labor Pool [carrislaborpool@carrishealth.com](mailto:carrislaborpool@carrishealth.com).