

Workforce ESP Self Service (ESS) Frequently Asked Questions

This document provides general information for employees on the use of Workforce ESP Self Service (ESS) version 8.0.7. Please note that practices may vary between sites and units/departments, and collective agreement requirements remain unchanged with the introduction of ESS.

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Access to ESS

How can I access ESS outside of the workplace?

You can access ESS on any computer with internet access. Internet Explorer 11 is the vendor-approved browser, but other common browsers such as Chrome and Safari work as well. You can also use your Android or Apple mobile device. Compatibility with mobile devices and Mac computers is not supported by the vendor but many ESS functions do work on these.

How do I access ESS at work?

You can use any internet-enabled computer that is available to you. This includes clinical appliances.

How do I get my login ID (username and password) for ESS?

Your ESS login ID is the same as your login ID for the workplace network. If you don't know your username and/or password, call the Digital Health Service Desk at 204-940-8500.

Schedules

What schedule information will I be able to see?

You can see the unit/department schedules for which you are qualified to work. This includes your home unit/department, departments where you are a casual employee, and departments where you pick up extra shifts.

How do I know what the staffing needs are in different units/departments?

When you're [viewing the unit schedule](#), you can see the baseline number of staff for the day and the shift and the number of employees that are scheduled.

Can I see my schedule for the whole year?

You will be able to view your standard schedule according to your master rotation for a whole year. However, exceptions to the standard schedule (e.g. days off, extra days booked to work, vacation) will only be viewable for the current scheduling period. Please remember that your master rotation may change with due notice as per your collective agreement.

How will I see the vacation schedule for my unit/department?

In accordance with the applicable collective agreement, approved annual vacation for individual employees is provided to each employee. Some departments will print and post the annual vacation schedule in the unit/department. Vacation information is viewable in ESS for the current scheduling period.

Can I print my schedule from ESS?

Yes – ESS gives you the option to print your schedule. Select *Print* under the *Actions* menu.

If I make myself available for a shift (pre-book) and I'm scheduled for the extra shift, can I give back the shift?

This depends upon your collective agreement and site policy. Ask your manager.

How does the scheduler know the units I'm qualified to work within?

Employees are set up in ESP to work in their home unit/department and additional 'qualified units/departments'. This means schedulers can see all eligible employees for a unit.

What if my qualified units are not correct?

If you cannot view the unit schedule for the unit where you generally pick up shifts, talk to the manager of this unit to confirm your eligibility to work there. The manager will have the scheduler update information in ESP as appropriate.

If I work overtime, what will that look like on the schedule?

All changes to worked hours – including overtime – will show as green on your schedule. See [Display Your Schedule](#) for more information.

How are staff booked for extra shifts?

Schedulers continue to follow the collective agreement to book staff into extra shifts. Staff who make themselves available in ESS to work an extra shift will be given priority over staff who have not made themselves available.

How will I know that I have been scheduled to work extra shifts?

ESS does not provide a notification when you are booked to work an extra shift. When the new schedule is posted and prior to its beginning, you must check ESS to see if you were awarded extra shifts. Times and days of postings of schedules differ between facilities and departments.

What is the process if I want to move a shift?

You should contact the appropriate person to request this – for most employees, this will be your manager.

Availability

Does the Availability function allow me to make myself available for all qualified units/departments?

Yes, when you make yourself available, you are automatically available for all your qualified units/departments.

If I change my availability, is this tracked in the system?

All documentation in ESP is tracked, including when availability is changed.

Can I make myself unavailable for overtime?

If you work full-time, you can set your availability to show you as unavailable for all shifts outside of your position's regular schedule.

If I enter my availability at one site, will it appear the same at the other site where I hold a position?

Your indicated availability/unavailability will appear the same for all sites on Workforce ESP version 8.0.7. If you know all sites where you hold a position are on this version of ESP, you only need to enter your availability once.

Short Call Absences

How do I inform the facility / department that I'm sick?

Do not put your short call sick time into ESS. Call either your staffing office or your own department if you are sick, according to the practices in your work area.

If I contact the staffing office for a sick call, will the unit/department still be informed of the sick call and my replacement?

First, be sure the area in which you have the shift uses the staffing office for sick calls. If it does, the staffing office will still phone the unit/department to provide the information. (The information is viewable in ESS, but the phone call ensures the message is received right away.) The unit/department will document the sick call and replacement on the Daily Flowsheet as a communication to all unit/department staff.

Overtime

How do I request and document overtime?

The way in which you request and document overtime doesn't change due to ESS.

As always, it is important to document your overtime as soon as it occurs so that the change can be made in the schedule allowing for accurate pay.

Requesting Time Off

What should I do if I requested time off for part of a shift, but the actual time taken was longer or shorter?

When you return to work after the time off, notify your manager and/or document the difference in the time off on your unit/department's Daily Flow Sheet according to the practice in place for your area.

Shift Swaps

Can I swap shifts with a colleague who is in the same Resource Team/Float Pool but scheduled to work on a different unit?

Yes – if the employee is part of your Resource Team/Float Pool and qualified to work on the scheduled unit, the swap can be made.

Can I see the unit schedules for other members of my Resource Team/Float Pool?

You can see all of the unit schedules for units where you are qualified to work.

How far in advance must I request a shift swap?

The standard recommendation is a minimum of five days to allow for the approver to review and approve the request, taking into consideration weekends, stats, etc. However, you can request a shift swap that is less than five days away but you must inform your manager of the request. You cannot assume that a shift swap will be approved. You must see the approval in ESS before the shift swap can actually occur. Once approved, you will see the changes in your schedule.

Can 2 x 12 hour shifts be swapped for 3 x 8 hours shifts in ESS?

No, you need to contact the person who approves your requests (your manager or scheduler) to have this type of request approved and entered into ESP.

Can I swap shifts with someone with a different classification (e.g. CRN and RN)?

You can't arrange this in ESS. You need to contact the person who approves your requests to have this proposed shift swap reviewed, approved, and entered into ESP.