

Hurricane/Tropical Storm Isaias Shelter-in-Place WFM Payroll FAQ's for Managers and Directors

To be used for Staff who use Workforce Management (WFM)

Q: Is there a special cost center that staff need to clock into during a shelter-in-place?

A: No, staff should clock into their home cost center and stay clocked in for the duration of the shelter-in-place. Hours will be moved to storm cost centers after payroll has run.

Q: If my location closes early resulting in partial or full loss of a shift, do staff get paid for the entire shift?

A: Staff will get paid for the canceled shift only if it is not rescheduled during the same week. If shifts are rescheduled in the same week, staff will get paid for the shift when it is rescheduled.

For example – if a location is closed on Monday, but opened on Saturday to accommodate Monday's appointments, staff would be paid for working on Saturday and they would not need to be paid for Monday.

If the shift will not be rescheduled in the same week, book the staff off using the Emergency Ops code. If the shift will be rescheduled in the same week, book the staff off using the Master Book Off code and a shift later in the week for the makeup shift in the ASV.

Please note that staff that are able to work remotely are expected to work, even if their location is closed. If remote work becomes unavailable due to utility outages, then staff would be paid according to the above.

Q: How do I code Canceled shifts?

A: Canceled shifts should be coded using the book off code Emergency Ops. Hours coded to Emergency Ops are non-productive hours.

Q: Do staff who voluntarily come in early or stay late before or after shelter-in-place goes into effect or is lifted get paid for that extra time?

A: No. Staff are welcome to come in early if they are worried about road conditions, but they will not be paid until the start of their shift. They should clock out when directed to by their manager.

Q: Will staff get paid for shifts they miss after shelter-in-place is lifted if they are unable to get into work?

A: No. Staff should use PDO.

Q: Do exempt, non-management staff get paid for hours worked over 40?

A: Yes, they will get paid for all hours they are clocked in .

Q: Do staff receive call pay during shelter-in-place if they were scheduled to be on call?

A: No.

Q: Will bonus or contracts be honored if a shift is canceled?

A: Bonuses will not be paid for canceled shifts. However staff will still be paid for the hours of the shift. Contracts will be honored if staff meet the other criteria necessary for the contract.

Q: Will staff get paid bonuses or contracts for shifts designated as such if the shift is during shelter-in-place?

A: Yes, if all other criteria for the bonus or contract is met.

Q: Do staff get paid for canceled shifts even if they have met their FTE?

A: Yes, but only if the shift is canceled and not rescheduled.