COE Business Services Coverage Policy

COE Business Services will provide coverage for COE units, within the parameters provided below. **Coverage consists of processing HR and Financial transactions within Workday only.** Coverage does not include providing other administrative services such as those normally performed by an Administrative Manager or departmental administrator. Units should make every effort to take care of covering workloads around vacation and sick time within their departments first, before seeking assistance during periods of vacation and sick leave.

**Coverage for vacation time:**

- The Dean’s Office will not provide any coverage for staff that go on vacation.
  - Units should consider peak processing times and plan vacations accordingly.

**Coverage for sick time:**

- The Dean’s Office will provide coverage for the following circumstances:
  - Continuous FML
  - Out sick for more than 3 business days
  - Urgent payroll items that would result in a non-payment to an employee
- The Dean’s Office will not provide coverage for the following circumstances:
  - Intermittent FML
  - Out sick fewer than 3 business days

**Coverage for turnover:**

- The Dean’s Office will provide coverage when an employee that holds processing roles in Workday vacates their position until such time that the position is filled.

**Constrained resources:**

- When the COE Business Services team is short staffed (turnover, leave of absence, etc.) at the same time a unit is short staffed, there may not be capacity within COE Business Services to provide sufficient staffing for full coverage – thus units must explore other avenues of support. Options can include:
  - Hiring a UTemp
  - Reaching out to staff in other units to provide support
  - Temporarily reducing services
  - Setting expectations for slow response times

**Temporary additional duty pay (TAD):**

- During times of transition, any unit may offer TAD to their staff in line with COE policy.