

UNIONIZED STAFF SCHEDULING GUIDELINES

- The following outlines the scheduling guidelines for unionized staff at Canucks Sports & Entertainment. Please read carefully as this will cover all availability and scheduling requirements.

OVERVIEW

- All unionized staff will be scheduled for work as per Article 9 of the CSE/CLAC, Local 501 Collective Agreement.
- ABI Mastermind (ABI) is the online scheduling system used by all hourly event staff at Canucks Sports & Entertainment.
- Schedules are posted in ABI on the 24th of each month.
- It is your responsibility to regularly check your schedule for scheduled shifts. Please contact staffservices@canucks.com if you are unable to access your schedule.

AVAILABILITY

- On the 10th of each month, the employer will post an availability calendar online that lists the upcoming events for the following calendar month.
- Employees are responsible for accessing the calendar and declaring their availability no later than the 17th of the month.
- Employees are required to make themselves available for a minimum number of posted events/shifts each calendar month as per the Collective Agreement and shown below.
- ABI will identify the minimum availability.
- Some departments (i.e., Warehouse & Catering) are asked to submit availability by exceptions in addition to availability by event. This allows Staff Services to collect availability for all non-event day shifts. These shifts will be scheduled based on availability received through exceptions while complying with rules of seniority.
- **IMPORTANT:** If employees do not submit availability by the deadline date (17th each month) or if they do not select enough shifts to meet their minimum requirement, they will be assumed to be available for **all** shifts for the upcoming calendar month.



MINIMUM AVAILABILITY – APPENDIX D

Below is a breakdown of how many events/shifts employees must select for based on the number of events in the calendar month:

Monthly Events	A Pool		B Pool
	Regular Season	Off * Season	
1	0	0	1
2	0	0	1
3	1	0	2
4	2	0	3
5	2	0	3
6	3	0	4
7	4		5
8	4		5
9	4		5
10	5		6
11	5		7
12	6		8
13	6		8
14	6		8
15	6		9
16	7		10
17	8		10
18	8		10
19	8		11
20	9		12

Pool A: Zero (0) availability during the off-season (May-Aug) when there are 6 or less events



ADDING EMPLOYEES AFTER POSTED SCHEDULE

- **ON-HOLD** shifts: If an employee declares availability but is not scheduled for a shift, they will be required to hold their availability up until 5 days prior to the start of the shift.
- In the event the Employer requires additional employees for an event/shift after the original schedule has been posted (24th each month) and the event is more than 5 days away, the employer will add, by seniority, unscheduled available employees.
- **IMPORTANT:** Staff Services will attempt to directly contact those employees who have been added to an event/shift by e-mail. However, it remains the employees' responsibility to check the online schedule or to contact staffservices@canucks.com to confirm if a shift has been added to their schedule. If an employee has been added to the schedule but fails to report to the shift, the absence will be classified under Article 14.3 of the Collective Agreement.
- Once the Employer has exhausted the list of unscheduled available employees or if it is within 5 days before the start of an event/shift, the Employer will use the direct contact system (DCS).

ACCESSING ABI MASTERMIND

Please use this link to access ABI: <http://ess.abimm.com>.

- Venue ID: Canucks
- Login ID: Last name#### (last 4 digits of your employee number)
- Temporary Password: 12345

ENTERING AVAILABILITY

- To submit your availability in ABI, use the "Availability by Event" tab.



MAIN MENU

Navigation

- View My PDFs
- View My Schedule
- Schedule Exchange
- Update My Profile
- Change PIN

- General Availability
- Availability Exceptions by Calendar
- Availability Exceptions by List
- Availability by Event

- Contact My Scheduler
- My Training
- Time Report
- Points Status Report

- Manager Menu

- Logout

- The available shift times, dates, event time (not shift start times) and event name are displayed on this screen.
- To select events you are available for, click on the box under the “Available” column, a checkmark should appear on the desired shift you have selected.

Available	Available Times	Date	Time	Event Name
<input checked="" type="checkbox"/>	All Shifts	05/02/2019 Thu	7:30 pm	THE CLINTONS
<input checked="" type="checkbox"/>	All Shifts	05/12/2019 Sun	7:00 pm	TWENTY ONE PILOTS
<input type="checkbox"/>	All Shifts	05/15/2019 Wed	7:30 pm	THOMAS RHETT
<input type="checkbox"/>	All Shifts	05/16/2019 Thu	7:00 pm	STARS ON ICE
<input type="checkbox"/>	All Shifts	05/25/2019 Sat	7:00 pm	CARRIE UNDERWOOD
<input type="checkbox"/>	All Shifts	05/30/2019 Thu	7:30 pm	CHER

- To select available times, click the drop-down arrow under “Available Times” to the event you are choosing and select your desired time. If only one shift time is available, it will only read “all shifts.”



Available	Available Times	Date	Time	Event Name
<input checked="" type="checkbox"/>	3:30 pm and After ▼	05/02/2019 Thu	7:30 pm	THE CLINTONS
<input checked="" type="checkbox"/>	All Shifts ▼	05/12/2019 Sun	7:00 pm	TWENTY ONE PILOTS
<input type="checkbox"/>	All Shifts ▼	05/15/2019 Wed	7:30 pm	THOMAS RHETT
<input type="checkbox"/>	All Shifts ▼	05/16/2019 Thu	7:00 pm	STARS ON ICE
<input type="checkbox"/>	All Shifts ▼	05/25/2019 Sat	7:00 pm	CARRIE UNDERWOOD
<input type="checkbox"/>	All Shifts ▼	05/30/2019 Thu	7:30 pm	CHER

- To remove your selection or redo, unclick the check box under the “Available” column and your selected shift will be removed.
- Continue selecting shifts until you have reached your minimum shift requirement. Once completed, click “Submit Selections” at the bottom of the screen.

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Submit Selections

- **IMPORTANT:** If you do not click “Submit Selections,” your availability will not be processed. Please ensure to go back and check your availability selection after submission.
- ABI will alert you if you submit below your minimum availability requirement (as per Appendix D).

VIEWING MY CURRENT SCHEDULE

Click on “View My Schedule”

Your schedule will appear on a calendar and in a list format. You can choose between the two formats on the top right side of the screen. You can alternate between months by clicking ‘next month’ or ‘previous month’ on the top left of the screen. Please note this will only display your schedule after the date it has been posted.

To download your posted schedule, click on the “Download Calendar” button, located on the top right of the screen, and follow the instructions.

Please note that if you are viewing this through your phone/mobile device the information may present differently.



STAFF SERVICES CONTACT INFORMATION

Phone: 604-899-7660

E-mail: staffservices@canucks.com

Staff Services Business Hours:

Non-Event Days : Monday – Friday (9am – 5pm)

Event Days: Monday-Sunday (9am-5pm)

It is the employee's responsibility to keep their contact information up to date. Changes can be made by the employee through the ABI online scheduling system. Please use the 'Update My Profile' button on the left side of the menu. Employees can also contact staffservices@canucks.com.

