

SWHR Paid Time Off (PTO) FAQs

Q: Am I eligible to receive PTO?

A: If you are classified as working at least 24 hours per week in the HR/Payroll system, you're eligible to earn PTO.

Q: When do I start receiving PTO? How often do I receive it?

A: You start receiving PTO on your date of hire or transition into a benefits-eligible position. PTO is received daily as long as you remain active and in a benefits-eligible position.

Q: How is my PTO rate determined?

A: Your PTO accrual is determined by how long you have worked at Texas Health and your weekly hours in the HR/Payroll system.

For a list of hourly accrual rates and the bi-weekly maximum that can be earned based on weekly standard hours and years of service, [click here](#).

NOTE: the PTO accrual amount listed on your paycheck is a combined total of the daily accruals you have received for the pay period. There is not a location in UKG to see your daily accrual.

As an employee of Southwestern Health Resources, you will receive eight paid holidays annually:

1. New Year's Day
2. Martin Luther King Day
3. Memorial Day
4. Juneteenth
5. July 4th
6. Labor Day
7. Thanksgiving Day
8. Christmas Day

Q: What is the maximum number of PTO hours that I can receive?

A: You may receive up to 300 hours of PTO. PTO cannot be accrued over this amount, so any PTO accrued over the max allowed will be lost each day.

Q: When can I see my PTO hours received?

A: Your PTO balance will increase after each day, but there is not a location in UKG to see your daily accrual. You can view your PTO balance in several places within UKG. Take a look at the guides [for the app](#) or [for the web](#).

Q: Do I receive PTO while on leave of absence if I'm using my PTO?

A: No, you must be in an "Active" status to receive PTO.

Q: How do I take PTO if I have two or more jobs?

A: PTO is received on the combined standard hours of all active positions. If you take

PTO from your secondary job, you'll need to work with your payroll department AND timekeeper to be sure that the PTO is applied correctly.

Q: How do I earn PTO if I have two or more jobs?

A: The PTO earned from both positions will be included in your daily PTO accrual.

Q: Will my PTO payout be included in my final check if I terminate employment?

A: In most cases, if you have more than one year of service, you will be paid for any unused PTO up to a maximum of 300 hours as long as you provide two weeks' notice in writing (four weeks for management employees and supervisors) and work through the notice period.

If you fail to provide and work through the notice period, your PTO balance will be reduced to offset the amount of notice not given. PTO hours may be used only during the notice period for PTO scheduled and approved by your supervisor before you give notice. *Note: PTO is not paid out to employees with less than one year of service.*

Q: What happens to my PTO if I transfer to a Clinic Practice Staff position at a THPG clinic?

A: In most circumstances, you will be paid out any excess PTO balance over 160 hours and you will begin accruing PTO at a different rate. You will no longer be eligible for paid holidays.

Q: What happens to my PTO if I transfer to a position at Texas Health Resources?

A: Your PTO balance will transfer with you and your PTO accrual will be based on your new position. You will no longer be eligible for paid holidays.

Q: When can I use PTO?

A: You may use the PTO as soon as it is received subject to your supervisor's approval. Generally, you must use PTO when you are away from work on a regularly scheduled day, unless it would cause you to exceed the number of hours you are classified in the HR/Payroll system to work.

You cannot use PTO if your absence is due to jury duty, bereavement pay, or unpaid administrative leave or suspension.

You may use PTO, but are not required to use it if:

- You are on military reserve training or duty
- You are not at work or are sent home because of low census or other business reason
- You are on a leave of absence and have less than 80 hours of PTO available

Q: How does PTO conversion work?

A: During annual benefits enrollment, you can convert up to 78 hours of PTO you will earn the next calendar year (in 13-hour increments) to pay for your benefits. The value of the PTO hours will be added to your paycheck over 26 pay periods.

- To be eligible to convert PTO, you must elect at least one of the following benefits: medical, dental, vision, health care spending account, day care spending account, additional life insurance, additional AD&D insurance, additional long-term disability, accident insurance, critical illness, or hospital indemnity. You are limited to a combined total of 100 hours per year for converting, selling, and donating PTO. Anyone not eligible for PTO is not eligible for PTO conversion.
- Note: in UKG, PTO Conversion is deducted from your PTO balance the Sunday following the applicable pay period.

Q: Am I able to use my PTO for other things?

A: Yes. You may:

- Sell PTO two times a year, up to an annual total of 80 hours as long as 80 hours of PTO remain in your PTO bank after the sale. PTO may not be sold from the first or last pay periods of the year.
- Donate up to 80 hours per PTO hours to certain charities as long as at least 80 hours of PTO in your PTO bank remains after the sale

Due to IRS regulations, the combined amount of PTO that you can convert, sell, and donate must be 100 hours or less per year. When you sell PTO, you will receive 80% of the value of your sold PTO hours as a cash payment. You will be subject to applicable payroll taxes and 401(k) deductions (if enrolled in the 401(k) Plan).

Q: Can I use My Flex Day and PTO hours together?

A: Yes, subject to your manager's approval. If you plan to take off three days of work, you are able to use My Flex Day for one of the days, and PTO hours for the other two days.

Q: What happens if I work when the time changes for Daylight Savings Time?

A: If you are a non-exempt employee and work during the Daylight Savings time change, you will be short one hour of regular time on your following paycheck. If this happens, since you are missing the hour due to business reason, you may use your PTO balance to cover for the missed hour, but you are not required to do so.

Southwestern Health Resources

