

Texas Health encourages its employees to be involved in community service that supports our mission and values. Community Time Off (CTO) provides Texas Health employees the opportunity to support community outreach projects that are supported by Texas Health or non-profit organizations within the Texas Health service area. CTO projects must be approved through the Texas Health Gives Web site as outlined in the Texas Health Community Time Off and Volunteerism policy.

## **1. What is the process for using CTO?**

**Step 1:** Log onto site the employee volunteer site,  
[www.TexasHealth.org/TexasHealthGives](http://www.TexasHealth.org/TexasHealthGives)

- Log-on id is your Employee ID number
- Password is the last 4-digits of your Social Security Number

**Step 2:** Complete profile page

- Read the Texas Health Community Time off (CTO) & Volunteerism policy document.
- Search for volunteer opportunities, or let the opportunities that match your interests be emailed to you.

**Step 3:** Identify a volunteer opportunity you'd like to pursue.

- Sign up for the project through on site at least **two weeks** before the date of the volunteer project.
- The site will send a CTO request to the approving manager you have listed in your CTO profile. Please note that your manager may prefer you use CTO in smaller increments of 1 to 2 hours, while in other departments, managers may prefer larger blocks of CTO for scheduling purposes. In some areas, it won't matter as long as the manager receives sufficient notice that you will be out on CTO. Some managers may ask that you delay using CTO if it's a particularly busy time.
- Upon completion of your project, each individual must report CTO hours to the department time keeper prior to payroll Monday.

## **2. This is my first time to login and I can't seem to get into the system. What do I do next?**

- Click on the "contact" link below the login section of the main page.
- Then click on the "Contact" link at the top of the next page
- Type in your email address and a description of the problem you are having and the system will email you within 24 hours.

**3. What if I can't remember my password or my login isn't working?**

- Click on the "contact" link below the login section of the main page.
- Your login in will always be your Employee ID number and the password is the last 4-digits of your Social Security Number.

**4. How much CTO time do I receive?**

Each full-time and part-time employee is eligible for up to one regularly scheduled workday of paid-time off per year to volunteer at a hospital/entity/system sponsored community benefit event and/or for a non-profit organization in the community. Hours may be taken incrementally as approved by manager. CTO hours are categorized as non-productive paid time that counts toward hours worked, however is not meant to place an employee into overtime.

**5. Can I roll my CTO hours over to the next year?**

No, on January 1 of each year, all CTO hours from the previous year will be deleted from the system and you will start the next year with one regularly scheduled workday of paid-time off in your CTO bank.

**6. What do I need to know about volunteering at schools or hospitals?**

You can volunteer at any school (public, private or parochial) or hospital as long as the volunteer activity is not for personal reasons only. For example, CTO can be used to tutor or mentor a child, but it **cannot** be used for parent-teacher conferences, field trips or for visiting family in the hospital.

**7. Are there any organizations where CTO cannot be used?**

CTO **cannot** be used to participate in political organizations or any competing healthcare organizations. A political organization is one whose primary purpose is to attempt to influence legislation or conduct campaign activity for or against political candidates. In addition, Texas Health reserves the right to reject the use of CTO at any particular organization if the activities of the volunteer are contrary to Texas Health's corporate values or the charitable purpose of the CTO program.

**8. How do I find out about volunteer opportunities?**

Texas Health works with area nonprofit organizations to help you fulfill your passions in the community. You can locate volunteer opportunities for your personal and professional development using the CTO online tool. On the site, you can join an existing CTO volunteer project or create a new project by logging onto the Texas Health employee volunteer matching tool at [www.TexasHealth.org/TexasHealthGives](http://www.TexasHealth.org/TexasHealthGives).

**9. What if I want to continue volunteering but have used up all of my CTO?**

You can still volunteer with the community organization, but you will need to do it on your own time. Just click on the option to “Volunteer on Personal Time” in the project that you wish to join. If you have flex-time, you can talk to your manager about how to use it for volunteer purposes.

**10. I am an exempt employee do I still report CTO time to my timekeeper?**

Yes, both exempt and non-exempt employees should report CTO time to their department time keeper. These hours are then reported at the end of the year in our annual Community Benefit report that we are required to submit to the state.

**11. I completed an employee profile on the Texas Health employee volunteer tool, when will I receive my free volunteer shirt?**

- Each employee who logs onto the Texas Health Volunteer tool for the first time and creates a profile will receive a free volunteer shirt upon completion of the individual’s employee profile on the “My Profile” page.
- Once you have completed your profile, your volunteer shirt will be mailed to the address you provided within 7 – 10 business days.
- This shirt is to be worn at any Texas Health CTO volunteer event.
- The shirt size you receive is based on the size an employee indicates when completing their profile. Please note that shirts are men’s sizes and do run a little large.
- If you need another volunteer shirt you can purchase them online via the Texas Health company store [here](#).