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AV1000 – ATTENDANCE PROMOTION

1.0 PURPOSE

To provide a workplace environment that promotes employee attendance, supports employee wellness and recognizes employee value to the organization.

2.0 DEFINITIONS

N/A

3.0 POLICY

Interior Health recognizes the value of its people both as individuals and as they contribute to the mission of Interior Health in "promoting healthy lifestyles and providing needed health services in a timely, caring and efficient manner, to the highest professional and quality standards*".*

An individual's absence from work impacts their ability to contribute fully and impacts the achievement of Interior Health's Mission. Interior Health will actively promote consistent attendance and will provide programs and services to assist employees in meeting their responsibilities of work attendance. In doing so, it is helping each employee make a contribution that they can value and that can be valued by the organization, supervisors, co-workers, patients, residents, and clients.

- It is recognized that absences for illness, injury, or urgent personal matters may be unavoidable, and the organization will treat these absences in accordance with legislative requirements set out in the Workers' Compensation Act, Freedom of Information & Protection of Privacy Act of BC (FOIPPA), BC Human Rights Code and applicable collective agreements. Managers will be given access to guidelines necessary for managing these absences in a consistent manner.

Interior Health also recognizes that proactive early intervention programs are very successful in helping employees realize personal and professional goals and an early safe return to work.

4.0 PROCEDURES

4.1 SPECIFIC RESPONSIBILITIES

4.1.1 Senior Management

- Provide leadership to the organization in the management of attendance, in a consistent and timely manner
- Support and provide resources to manage consistent application of the policy

4.1.2 Manager/Supervisory Personnel

- Ensure departmental procedures regarding sick leave notification, etc. are clearly understood by all staff and are applied consistently

- Ensure, where appropriate, sick leave is paid in accordance with this policy and the collective agreement/terms of employment
- Actively promote and acknowledge or recognize good attendance
- Meet with employees who have unsatisfactory attendance records and take appropriate action which may include meeting enrollment under the Attendance Promotion Program
- Ensure employees are aware of the effects of absenteeism (disrupted work schedules, increased costs, increased workload for co-workers and decreased service), as well as procedures for calling in sick
- Inform employees of the resources available to provide assistance to them (e.g. Employee Health & Wellness, EFAP)
- Request Employee Health & Wellness professional intervention as appropriate
- Maintain appropriate contact with employees who are absent due to illness
- Request necessary information from Employee Health & Wellness professional and/or Human Resources Advisor/Business Partner to determine functional capabilities in order to ensure productive and safe function of department

Note: For those departments/units that employ an excluded Manager and unionized Supervisor(s), both positions may administer these guidelines; however, any written communication to an employee about unsatisfactory attendance must be signed (or co-signed) by the excluded Manager.

4.1.3 **Attendance Promotion Analyst (APA)**

- Work with the Manager/Supervisory Personnel to review absenteeism of all permanent employees in the department
- Working with the Manager/Supervisory Personnel will coordinate a supportive resource-based conversation to ensure employees have the tools and resources needed to attend work on a regular basis
- Provide data up to Stage 2 of the Attendance Promotion Program including relevant resources for meaningful conversations
- Ensure follow up with the Manager/Supervisory Personnel as appropriate to ensure that the initial Letter of Support and Stage 1 of the program are delivered in a timely manner

4.1.4 Employee Health & Wellness Personnel

- Maintain confidential health records of all employees
- Establish ongoing illness/injury case management activities with the employee and other health care providers
- Handle all employee personal information in accordance with FOIPPA and EDMP Policy/Procedures as appropriate
- Co-ordinate Return to Work Programs with all appropriate personnel
- Assess and refer for health counseling to minimize medical absences from work as appropriate
- Advise department management in cases where medical documentation regarding proof of illness is inadequate
- Review short-term disability (sick leave), long-term disability, and WCB absences to identify opportunities for early intervention strategies which facilitate early safe return to work for affected employees

4.1.5 Human Resources Advisor or Business Partner

- Provide consultation to management/supervisory personnel, as requested, regarding individual attendance promotion issues, in keeping with collective agreement requirements
- Advise managers/supervisors regarding interpretation of FOIPPA relevant to their performance of duty and their need-to-know necessary employee personal information requested to carry out that duty

- Provide data for Stage 2 and 3 of the Attendance Promotion Program including relevant resources for meaningful conversations for the Manager/Supervisory Personnel
- Provide documentation in APP Sharepoint site for Stage 2 and 3

4.1.6 Employees

- Attend work according to work schedule
- Follow the Procedure for Employees Absent Due to Illness/Sickness (see below)
- Provide appropriate proof of illness where requested consistent with collective agreement/terms of employment
- Keep Manager/Supervisor informed about issues that may impede ability to attend work (this does not imply an obligation to provide personal confidential information to the Manager/Supervisor)

4.2 Employees Absent Due to Illness/Injury (non-occupational)

This section is relevant to employees absent due to illness or a “non-work related” injury. All “work related” absences must be reported ASAP to the employee’s supervisor/manager, Early Absence Reporting Line (EARL) 1-855-264-9515, and the appropriate Incident/Accident Report and Investigation Form completed via the Provincial Workplace Health Call Center 1-866-922-9464.

1. Employees must promptly notify their supervisor/designate (in keeping with the department’s absence reporting protocol) if they will be absent from work, unless such notification is not possible. Notification shall include the anticipated duration of the absence. Where necessary to safeguard the safety and health of others, the disclosure of the nature of the sickness may be required to determine suitability for attending at work.

2. Employees who must leave work prior to the completion of their shift must advise their manager/supervisor as per department protocols.

3. Employees who are absent from work shall contact their manager/supervisor on a regular basis regarding the status of their condition and the anticipated date of return to work. Employees absent due to illness and who meet the eligibility criteria may participate in the Enhanced Disability Management Program (EDMP) (see appropriate collective agreement) to facilitate early safe return to the workplace.

4. Employees must provide their manager/supervisor with reasonable notification of their intent to return to work.

5. In certain circumstances (e.g. long term illness, frequent short term absences, inability to perform the job without being a hazard to themselves or others, or when more information is reasonably required) employees may be required to submit to the Employee Health & Wellness professional, medical documentation on an appropriate attending physician statement. It may include the date of the visit(s) to a doctor with respect to the current illness, injury, the anticipated duration of the absence, and the nature of sickness specifying functional limitations precluding the employee from engaging in productive work.

Employees returning to work from a sick absence may be required to provide the Employee Health & Wellness professional with medical documentation on an appropriate physician's form. This form should specify functional limitations relative to their medical condition in order to facilitate the return to work process where consideration must be given to performing productive and meaningful work safely, according to the standards expected of the job.

5.0 REFERENCES

1. Worker's Compensation Act
2. Freedom of Information & Protection of Privacy Act of BC
3. BC Human Rights Code
4. Healthcare Collective Agreements
5. Terms of Conditions of Employment for Excluded Employees