

AA001 Attendance and Punctuality Policy



Attendance and Punctuality Policy

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AA001 Attendance and Punctuality Policy

Regular attendance and punctuality are essential for the smooth operation of Bridhaven. We want to establish uniform guidelines that will ensure a consistent and fair approach to solving attendance problems. Therefore, we have developed the following attendance policy.

1. Definitions

- 1.1) Instance: An instance is a term used to measure absence from a perfect attendance record.
- 1.2) Perfect attendance: No absences or lateness in any twelve (12) month rolling period.
- 1.3) Absence: An absence from work is defined as the failure of any employee to report to work when scheduled.
- This applies to any rostered time, be it a regular shift, swapped shifts, overtime work, work related meetings, training, etc.
 - One day of absence will be considered one (1) instance.
 - A second, non-consecutive day of absence is considered a second instance, and so on.
 - If a Doctor's Note is received for a period of absence, the entire time of absence is only counted as one (1) instance.
 - Employees must report their absence each day; failure to do so is considered a no call/no show.
 - Absences must be reported at least two **2** hours prior to the start of the scheduled **day shift** and **4** hours prior to the start of the scheduled **night shift**
- 1.4) Lateness: Lateness is when an employee is not present, and ready to begin working at his/her workstation at their scheduled time. Lateness also occurs when an employee leaves work prior to the end of their scheduled shift without prior approval. Arriving late for work and then staying later to make up the earlier lateness is not permitted without prior approval from your Manager.
- 1.5) Exception: Paid holidays, jury duty, compassionate leave, job related injuries, lack of work, and lay-off will not count as instances. Pre-approved time off request and pre-approved leaves of absence will not count as instances.

Any employee who fails to call in and/or report to work for five (5) consecutive days and we are unable to make contact, is VOLUNTARILY terminating their employment unless there are mitigating circumstances

Patterned Absence or extending days off between shifts is also monitored: e.g. being off work before or after a shift starts or finishes or before or after a holiday or public holiday or regular weekend absences etc.

2. Reporting Requirements:

Employees must notify their supervisor, manager or HR (2) hours prior to the start of the scheduled day shift and (4) hours prior to the start of the scheduled night shift if they are going to be absent or late.

Texts or emails will not be an acceptable means of communicating your absence. In the event that employee has been unable to speak directly with their immediate Manager or HR upon calling to notify of sick leave it is the responsibility of the employee to phone back on the same day and advise Line Manager, Manager or the HR department details of sick leave and expected return to work date. Should it not have been possible to speak with a Manager or HR on your second call you MUST leave a number and a message for a call back on the same day.

3. Doctors Certificates:

You will be required to submit a doctor's certificate from your third day of absence (and thereafter on a weekly basis if applicable) in a form satisfactory to Brídhaven, specifying the nature of the illness and confirming the period of your inability to work. It is the responsibility of the employee to phone Brídhaven daily until such time as a doctor's certificate has been received by Brídhaven. Before returning to work a final certificate from your doctor, stating that you are fit to resume normal working must be submitted to your immediate Manager or to HR no later than the close of business on the day prior to your return to work. Until such time as Brídhaven receives a medical certificate from a qualified Doctor you are required to phone Brídhaven each day with an update on your absence.

4. Guidelines for Attendance Control:

Based on the number of incidents in a twelve-month rolling period (please note this is not a calendar year but the immediate previous 12 months), an employee may be subject to disciplinary action under the following guidelines:

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- 4.1) Three incidents in a rolling 12 month period (excluding probationary period which is dealt with under a separate policy); a documented Informal Counselling.
- 4.2) Four incidents in a rolling 12 month period; disciplinary action may be taken which may result in a documented Verbal Warning.
- 4.3) Two additional incidents within the next 90-day calendar period, following the verbal warning: disciplinary action may be taken which may result in a Written Warning.
- 4.4) Any additional incidents within the next six months after the Written Warning; disciplinary action will be taken which may result in a Final Written Warning.
- 4.5) Any additional incidents within the next six months after the Final Written Warning; disciplinary action will be taken that may result in suspension and/or termination of employment, pending investigation and review by management.

5. Additional Information

- 5.1 If you are absent from work due to illness or accident you will notify your immediate Manager or HR within (2) hours prior to the start of the scheduled day shift and (4) hours prior to the start of the scheduled night shift or as soon as possible. You will be required to submit a doctor's certificate from your third day of absence in a form satisfactory to the Brídhaven specifying the nature of the illness and confirming your inability to work and on a weekly basis thereafter while you are absent from work. It is the responsibility of the employee to phone Brídhaven daily until such time as a doctor's certificate has been received by Brídhaven. Before returning to work a final certificate from your doctor, stating that you are fit to resume normal working must be submitted to your immediate Manager or HR no later than the close of business on the day prior to your return to work. Until such time as Brídhaven receives a medical certificate from a qualified Doctor you are required to phone Brídhaven each day with an update on your absence.
- 5.2 At Brídhaven, we operate a system of 'Return to Work Interviews' following every episode of illness absence. It is a condition of your employment that you attend such interviews immediately on your return or when requested and cooperate fully in such discussions.
- 5.3 Where an employee has been absent for a continuous period of 4 weeks, or has a history of persistent short-term absences which in the opinion of management (in consultation with an Occupational Health Practitioner) requires further investigation, he/she may be required to attend for an appointment with a doctor nominated by Brídhaven.
- 5.4 The Occupational Health Doctor will determine, based on a consultation with the employee, when the next appointment should be and regular repeat appointments may be required.
- 5.5 Where absence exceeds a continuous period of 12 months, the employee will be reviewed for the final time by the doctor with a view to determining whether the employee is permanently unfit to resume duty, or if he/she might be fit in a reasonably short period of time, i.e. within a maximum of the following 6 months.
- Where the doctor determines that the employee might be fit to resume full duties within a reasonable period, Brídhaven will hold the employee's position until the return to work date has been reached.
 - In cases where the doctor considers that the employee will be fit within a specified period and this does not occur, the employee will be again reviewed by the doctor and a final decision made regarding their fitness to work.
 - Where the doctor determines that the employee is permanently unfit for the full duties of their grade, then the Home will decide whether or not to terminate employment.

6 Brídhaven does not operate a sick pay scheme.

7 Abuse of Policy

Brídhaven reserves the right to dismiss any employee whom it deems to have abused the Attendance Policy or whom, in its opinion, and supported by medical advice, is not fit to perform the full duties of their role.

Where it is not possible to schedule an appointment outside of working hours, an employee must give a minimum of 1 weeks' notice of any such appointment where possible. Employees will be required to attend work prior to the appointment and after the appointment, where they are rostered to do so.

8 Clock In System

At Brídhaven, we operate an electronic Biometric clock-in system which all employees are required to use. Employees must clock in and out of work, for breaks or any time they leave the premises for anything other than work. Employees are only paid for the hours worked as per the clock. Deliberate breach of the clock-in system is subject to our disciplinary policy.

The clock-in machine is located on the lower ground floor to the left of the double doors.

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9 Rosters/Duty Rotas

- 9.1 Rosters (Off duty) are generally operated on a line system and by your direct Supervisor. If you have an occasional request for a particular roster requirement it must be made well in advance to your Supervisor in writing. Requests may only be made for exceptional circumstances e.g. doctor/dentist appointments, etc. Requests should be made in writing to the roster manager or to HR.
- 9.2 The duty rota runs from Sunday to Saturday.
- 9.3 Your roster is available from reception each week. It is your responsibility to ensure you familiarise yourself with the days you are rostered.

10. Breaks:

Breaks are provided in accordance with the terms set out in the Organisation of Working Time Act. The duration of breaks is determined by the length of the working day. You will be advised by your supervisor of your daily entitlement.

Impromptu breaks are not permitted as it leads to a lack of supervision of residents.

Staff dinners are provided at a nominal cost. Please order at reception and sign the form authorising payment to be deducted from your wages.

11. Lay Off/Short Time

Bridhaven reserves the right to lay you off from work or reduce your working hours where, through circumstances beyond its control, it is unable to maintain you in employment or in full-time employment. You will receive as much notice as is reasonably possible prior to such lay-off or short time. No payment will be made for any period of lay-off. Payment will only be made for hours actually worked during any period of short-time.

12. Interchangeability and flexibility

In order to meet operational requirements, provide an excellent service to residents and to remain competitive, employees may be assigned to different jobs and areas of the Home from time to time. This means that interchangeability will be a feature of your employment and that everyone must be totally flexible and become fully proficient in all aspects of work assigned to them.

13. Brídhaven has sole discretion in determining competency and assigning work to employees with due regard to the safety of everyone. Refusal to perform assigned work can result in disciplinary action up to and including dismissal. Relevant training will be provided by Brídhaven where this is deemed appropriate.

14. Document Revision Record:

Revision No.	Reviewed by:	Date:	Changes: Yes/No	Reason for Review