



CANADA

Manual: People & Organization
Standards

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People & Organization
Section: Standard 1

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Title: ATTENDANCE SUPPORT

STANDARD: 1 - VON has competent, committed and skilled employees and volunteers

Policy: VON Canada employees are required to report to work regularly and punctually and make every effort to maintain good health.

VON Canada is required to work with employees to help employees achieve optimal attendance and punctuality.

Rationale: VON Canada believes that employees are valued and required to attend work in order to help VON achieve its corporate goals and that, as an employer, is committed to assist the employee address problems that result in absenteeism.

Attendance support:

- contributes to excellence in service delivery by having all employees attend work regularly.
- approaches problem attendance in a positive and constructive manner in accordance with VON core values.
- provides management support, training and consultation on attendance problem issues through the People and Organization department.
- allows VON Canada to control costs related to absenteeism.

Definitions: ASI: Attendance Support Initiative / Program

Procedure:

VON Canada is responsible to:

1. Establish goals and objectives within the organization and actively support the Attendance expectations.
2. Ensure managers have the appropriate tools and support to manage attendance issues.

Directors/ Managers are responsible to:

1. Track and monitor statistics regarding employee work attendance.
2. Complete statistical forms and surveys as required by VON Canada.
3. Access the ASI program through a P&O representative to address problematic employee attendance issues and/or improve costs related to absenteeism.
4. Be positive role models with respect to attendance and punctuality at work.
5. Provide a safe and healthy workplace.
6. Inform new employees during orientation about attendance expectations and protocols for reporting absences as well as the availability of VON's Attendance Support Program.
7. Include regular discussions with staff (during PDP or staff meetings) about their

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attendance and communicating the effects that excessive unplanned absenteeism and tardiness can have on co-workers, productivity and effectiveness of the department (impact on key performance indicators) as well as highlight and acknowledge good attendance patterns.

8. Monitor employee attendance through use of available reporting tools and consulting with a P&O Representative for assistance to address high absenteeism.
9. Inform P&O of employees going on or returning from leaves of absence by completing the SAP Leave Form.
10. Lead or actively participate in ASI employee meetings as per the ASI program requirements.
11. Facilitate early return to work of employees through modified or alternate work duties, where appropriate
12. Address attendance problems in a timely manner.
13. Share with other manager/supervisors innovative ways to deal with attendance problems.
14. Promote the use of the Employee Assistance Program, as required.
15. Ensure medical information is handled in a confidential manner and maintained in the appropriate file within the Site or by regional Occupational Health and Safety Specialists (where they exist).

VON Canada Employees are responsible to:

1. Report to work on a regular and timely basis in accordance with their employment contract (hours commitment).
2. Attend to personal affairs and obligations outside normal working hours, whenever possible.
3. Notify their Manager of any planned absence as far in advance as possible.
4. Notify their Manager by calling and speaking directly with his/her immediate Manager and or appropriate designate if unable to attend work as scheduled. Such notification should be provided as soon as possible and in accordance with regional / local reporting requirements. Only in extenuating circumstances (e.g. hospitalization, is it acceptable that someone other than the employee makes the contact as outlined above. In the event that the manager and/or appropriate designate is not available the employee is to leave a message and contact phone number. The Manager or appropriate designate is responsible for returning the employee's phone call as soon as possible.
5. Notify their Manager of a change in their personal circumstances that may potentially impact his/her ability to attend work regularly and work with management to identify strategies to minimize unplanned absences.
6. Maintain good health.
7. Follow recommended medical treatment plans to maintain excellent attendance or facilitate a prompt return to work, where applicable.
8. Advise their physician of the availability of modified alternate work duties/ arrangements, where applicable.

People and Organization is responsible to:

1. Ensure consistent and effective administration of leave benefits.
2. Provide advice and assistance to the managers concerning the possible implementation of the formal Attendance Support Program.
3. Provide management support and consultation on attendance problems.
4. Provide assistance with the implementation of modified alternate work duties where

- appropriate.
5. Maintain confidential employee medical files containing properly completed medical documentation.

Guidelines,
Tools:

References: