

Attendance and Wellness Promotion

1. Introduction

1.1. Purpose

It is recognized that absences for illness, injury or urgent personal matters are unavoidable, and the organization will treat these absences confidentially. As a healthcare organization it is important that all employees comply with any and all public health guidelines that are in place. Providence Health Care (PHC) also recognizes that proactive early intervention programs have been successful in helping employees realize personal and professional goals by a quick return to work. The Attendance and Wellness Promotion (AWP) Program provides direction to Leaders/Supervisors in assisting employees to improve and maintain an acceptable level of attendance.

1.2. Scope

This policy applies to all PHC [Staff](#).

1.3. Exceptions

There are no exceptions to this policy.

2. Policy

The following steps must be observed by all staff for any absence due to illness or injury.

Employees must call the Employee Absence Reporting Line (EARL) at (604) 566-8266 or 1-855-234-8266 to report an unplanned absence. This can be done up to 24 hours before the anticipated shift start time. The information to be provided will include anticipated duration of the absence. The automated call will be forwarded to the appropriate manager and email notifications will be sent to Staff Services and the appropriate department.

Employees who must leave their work assignment prior to the completion of their shift must obtain permission from their Leader/Supervisor. If the absence is expected to extend to the following shift, the employee must call EARL.

Employees who are absent from work for more than 5 shifts with a non-occupational illness or injury must contact Occupational Health & Safety (OH&S) to discuss the absence. If medical evidence is required to support the absence, agreed upon forms will be used and PHC will be responsible for payment of their completion. The medical documentation (i.e. Proof of Illness (POI), physician statement form or Occupational Fitness Assessment form) required will typically include the nature of the illness or injury (not the diagnosis), confirmation that there is a treatment plan, and prognosis. The information is to be provided only to OH&S.

Employees who are absent from work for an extended time for medical reasons are to remain in contact with OH&S on an agreed upon frequency to update the status of their condition as well as their anticipated return to work date.

In the event of an extended absence, employees must provide their Leader/Supervisor and OH&S with reasonable notification (at least 10 working days prior to returning to work) of their intent to return to work.

When an employee exceeds the organization's target for sick leave, they will be enrolled in the AWP Program. The employee may or may not proceed through the stages of the Program, depending upon the employee's medical circumstances.

There may be circumstances where more detailed medical documentation is required, i.e. a chronic medical condition, a pattern of absences, questionable absences or when an employee demonstrates an inability to perform their job without being a hazard to themselves, patients, residents, clients, or colleagues.

3. Responsibilities

3.1. Leaders/Supervisors

Short Term Absences

If an employee notifies you that s/he is sick and will be absent from work you may or may not authorize sick leave based on conversations with the employee.

If you have concerns with the legitimacy of the absence, you may request that the employee provide Proof of Illness, which includes the nature of the illness or injury, confirmation that there is a treatment plan, and prognosis, to OH&S. You should also contact your Human Resources Partner for advice if you are unsure what to do.

Longer Term Absences

If the employee will be absent for an extended period, you are to request that the employee provide OH&S with a Proof of Illness (POI). This information is required by OH&S to determine appropriate referral to negotiated programs (such as the Enhanced Disability Management Program) or accommodation, for example.

3.2. Disability and Attendance Management Coordinators

The Disability and Attendance Management Coordinators will provide the Leader/Supervisor with appropriate and sufficient information to enable the Leader/Supervisor to manage their employee absences.

3.3. Employees

Employees are responsible for contacting EARL at the beginning of their absence and initiating contact with their Leader.

Employees are also responsible for maintaining contact with OH&S and providing appropriate medical evidence when requested.

Under certain circumstances, payment of sick leave may be delayed until the required documentation is received by OH&S and they can confirm that it supports the absence.

4. Compliance

All employees are responsible for adhering to this policy and monitoring their activities in accordance with the policy. Employees may warn others if they observe a violation of this policy. Failure by employees to comply with this policy may result in disciplinary action up to and including termination of employment.

5. Supporting Documents

5.1. Related Policies

There are no related policies to list for this policy.

5.2. Guidelines/Procedures/Forms

There are no Guidelines/Procedures/Forms to list for this policy.

6. Definitions

"**Staff**" means all employees (including management and leadership), medical staff (including physicians, midwives, dentists and nurses), residents, fellows and trainees, health care professionals, students, volunteers, contractors, researchers and other service providers engaged by PHC.

7. References

There are no references to list for this policy.

8. Appendices

There are no appendices to include with this policy.

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