



Policy Name UNSCHEDULED ABSENCE FROM WORK	Policy Number: 1021
	Effective Date: October 1, 2009
Approved By: Management Committee	Date Revised: October 1, 2018
Classification: Human Resources	Page No: Page 1 of 3

REASON FOR POLICY

The purpose of this policy is: to provide employees and supervisors options for dealing with unscheduled absences from work; and to promote a process to ensure a consistent, proactive and preventive approach is taken in addressing employee absenteeism.

POLICY

1. *CONSISTENCY AND FAIRNESS*

The Salvation Army Agapé Hospice values its employees and recognizes the desire of employees to be at work when scheduled. Reasons for Excessive Absenteeism will be addressed with employees to assist them in their ability to be at work when scheduled. A consistent, fair and non-disciplinary approach will be taken to ensure that employees are offered assistance in dealing with issues that result in their absence from work. All reasonable steps will be taken to accommodate employees so that they may return to and remain at work.

2. *RESPONSIBILITY OF STAFF*

Employees are accountable for their absences from work. The management team at Agapé Hospice expects and relies on employees to be at work when scheduled, however it is also recognized that unplanned absences from work may occasionally occur for legitimate reasons. An unscheduled absence occurs when an employee is unable to report to work when work is available to them.

3. *ABSENCE DUE TO SICKNESS OR BEREAVEMENT*

An employee who is unable to report to work due to sickness or bereavement is subject to the guidelines outlined in the relevant Collective Bargaining Agreement and the **“Guidelines for Notification of Absences and Replacement Calls to Employees”** (for unionized employees), or terms and conditions of employment (for management exempt employees).

4. *OTHER UNPLANNED ABSENCES INCLUDING INCLEMENT WEATHER OR DISASTER*

An employee who is unable to report to work due to an unplanned event (such as inclement weather or another disaster) will be given time off in accordance with the Collective Bargaining Agreement. Alternatively, if the employee is able to come to work at some point during their scheduled shift, they may discuss the option of working additional time to compensate for the time missed with their supervisor or the on-call manager, provided it does not result in overtime hours.



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This policy applies to all Agapé Hospice employees (which includes employees and contractors).

ATTACHMENT

Agape Hospice/United Nurses of Alberta Local #232 Joint Communication

CROSS REFERENCES

[Guidelines for Notification of Absences and Replacement Calls to Employees](#)

[Agapé Hospice Policy #1025 - Absence Awareness Program](#)



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Agapé Hospice/United Nurses of Alberta Local #232 **Joint Communication**

Guidelines for Notification of Absences and Replacement Calls to Employees:

As part of discussions during the 2007-08 negotiations, the parties shared concerns with the timing of calls regarding Employee notification of absences from work and with Managers calling Employees to replace absent Employees. While not addressed in the Collective Agreement, the Union and Employer committed to the following mutually agreed guidelines to demonstrate mutual respect between Managers and Employees:

- Employees should notify the Employer as soon as possible once they know that they will be unable to report for work as scheduled.
- During the day (8:00 a.m. to 4:00 p.m.), Employees should contact their immediate supervisor at the Hospice.
- Outside of these hours, Employees should contact the Manager that is designated to be on-call.
- When calling to find replacement Employees to cover the absence of another Employee, the Manager will also provide as much advance notice as possible.
- Notwithstanding the above, except in cases of emergency, ***both Employees and Managers should refrain from calling the Manager on call or Employees between the hours of 10:30 p.m. and 5:30 a.m.***