

City of St. John's Corporate and Operational Policy Manual

Policy Title: Attendance Management and Support Policy	Policy #: 03-04-27
Last Revision Date:	Policy Section: Human Resources
Policy Sponsor:	

1. Policy Statement

The City of St. John's (the City) is committed to establishing a healthy workplace that is supportive of employee efforts to achieve and maintain a high standard of attendance. Where an employee's level of absenteeism becomes above average, as defined by this policy, formal attendance management and support will be implemented. The employee will be provided an opportunity to improve attendance through increased awareness, coaching, and support.

2. Purpose

- Promote and achieve high standards of attendance by reducing absenteeism.
- Reduce cost and disruption to operations.
- Establish consistency in our approach to absenteeism.
- Define the responsibilities of employees and employer for ensuring regular attendance is achieved.
- Foster an environment where employees realize that:
 - they are important to the organization.
 - the employer will provide support as required to help improve attendance.
 - they are required to be at work, on time and fit for work.
 - regular and consistent attendance is expected and required.
 - they are responsible for knowing the content of the Attendance Management and Support Policy and the related policies regarding absences.
 - they take responsibility for absences that are within their control.

3. Definitions

Above Average Absenteeism: Defined as sick hours per employee group in excess of the employee group's average absenteeism as defined in the Attendance Management and Support Procedure.

Absence: Time away from the workplace due to illness/injury including paid and unpaid sick leave. For the purposes of this policy, employees are not considered absent from work when

absent due to: WorkplaceNL, scheduled vacation, authorized leave for union business, bereavement, court leave, family leave, maternity/parental leave, education leave or other pre-approved or unpaid leave of absence.

Culpable Absenteeism: Failure to be present for work as a result of factors within the employee's control.

Non-culpable Absenteeism: Illness or injury or other legitimate factors that are not within the employee's control.

4. Policy Requirements

This policy is subject to the City's duty to accommodate, the provincial Human Rights Legislation, respective collective agreements and other relevant City policies, including:

- Sick Leave Policy
- Disability Management Policy

If a situation appears to be non-compliant or disciplinary, managers should contact their Human Resource Advisor.

5. Application

This policy applies to all employees of the City.

6. Responsibilities

Employees:

- Maintain personal health and fitness, facilitate own recovery, and make every effort to achieve a level of fitness required to perform the duties of the position.
- Adhere to all absence-reporting procedures including notifying the appropriate individuals(s) of any absence from work
- Must provide the appropriate documentation to support the absence and/or fitness to attend work, including the City's Functional Ability Form when required.
- Must participate in safe and suitable forms of accommodation.
- Work with the manager in achieving and sustaining regular attendance and cooperate in the application of the Attendance Management and Support Policy.

Departmental Management:

- Initiate, support, and encourage healthy workplaces and team dynamics.
- Assist with the implementation of attendance monitoring and the Attendance Management and Support Policy.

- Effectively communicate and educate employees about their roles and responsibilities as they relate to the Attendance Management and Support Policy.
- Maintain the confidentiality and privacy of employees' health information.
- Contact Human Resources to seek resolution and support where workplace factors influence attendance.

Human Resources:

- Provide strategic advice to departments on overall healthy workplace, engagement, and absence management trends.
- Assist managers in monitoring compliance and continuous improvement to the Attendance Management and Support Policy by monitoring trends.
- Provide coaching, advice and assistance to managers in implementing the Attendance Management and Support Policy and its respective Attendance Management and Support Procedure.

7. References

This policy is to be read in conjunction with the following policies:

- Disability Management Policy
- Sick Leave Policy
- City Collective Agreements
- City's Code of Conduct
- The Newfoundland and Labrador Human Rights Act, 2010
- The Newfoundland and Labrador Workplace Health, Safety and Compensation Act, 2022

8. Approval

- Position Title of Policy Sponsor:
- Position Title of Policy Writer:
- Date of Approval from
 - Corporate Policy Committee:
 - Senior Executive Committee:
 - Committee of the Whole: December 3, 2024
- Date of Approval from Council: December 10, 2024

9. Monitoring and Contravention

The monitoring of this policy shall be done as per the responsibilities outlined in Section 6 of this policy.

Any contravention of the policy may be brought to the attention of Department of Human Resources.

10. Review Date

This policy will be reviewed at minimum every three years but can be reviewed sooner when updates are required.