

| | |
|-----------------|---------------------------------------------------|
| Section: | Human Resources |
| Title: | Employee not reporting to work as expected |

Purpose

To outline procedures for when an employee does not report to work as expected, including contacting the employee, contacting an employee's emergency contact, or requesting a safety check by the RCMP or local police.

Guidelines

When an employee does not report to work at their scheduled time to start work, the employer has an obligation to try and connect with the employee to ensure they are ok. This document outlines the steps for management to take to reach out to the employee.

To ensure the employee's privacy is protected all employees involved in the process of locating the absent employee must ensure the information gathered and collected is kept confidential and not disclosed to anyone who does not need the information to perform their work.

General Procedures

When it has been determined that the employee has not reported to work as expected,

1. The supervisor (foreman, supervisor, manager, principal) must try to contact the employee. Note: Every employee's emergency contact information should be available to their supervisor. This contact information must be securely maintained in a confidential file at every worksite.
2. If the supervisor has been unable to contact the employee, the supervisor must notify Human Resources no more than one hour after the start of the employee's shift, advising that the employee did not report to work and is considered to be in a non-approved absence, or a no-show absence.
3. Note: Human Resources will remind the supervisor/manager that the entire process is confidential, as the employee's absence is personal and confidential, and only those employees who are involved in trying to locate the absent employee are to be advised, such as the secretary or any other staff involved or may have already been involved. Everyone is to be reminded of confidentiality by the supervisor.
4. The supervisor provides the following information to Human Resources:
 - a. When did the supervisor first become aware of the employee's absence?
 - b. How did the supervisor become aware of the absence? I.e. No absence recorded in Atrieve and the employee did not report to work.
 - c. What actions has the supervisor taken to try and locate the employee?
 - d. What is the employee's prior history of lateness or absenteeism or not entering data in Atrieve?
5. Human Resources will review the employee's personal contact info in Atrieve and compare it with that of the supervisor. Note: Human Resources may need to update the contact info after confirmation with the employee, if needed.
6. Human Resources, in consultation with the supervisor, will determine if there is an emergency contact who may be able to connect with the absent employee

- a. Is there emergency contact information? ie. In HR, Payroll, Employee working at home procedure;
 - b. Is there another family member who works in the district?
 - c. Is there another employee with whom the absent employee works closely?
 - d. If a unionized employee, does the union have other contact information?
7. Human resources, in consultation with the supervisor, will determine who to contact. Human Resources will attempt to contact the absent employee.
 8. Human Resources and the supervisor will reconnect with any updates. If no update, Human Resources and the supervisor reconnect to debrief no later than three hours after the start of the employee's shift (noon of the same day for a regular day shift employee).
 9. If the employee is still absent and no contact with the employee has been made, Human Resources informs the Superintendent or designate (Secretary-Treasurer, Assistant Superintendent, Director of Student Services).
 10. Human Resources (or designate or supervisor if needed) contacts the RCMP/local police according to the employee's address, requesting a wellness check.
 - a. RCMP/local police will need:
 - i. employee contact info, including address and
 - ii. employee date of birth.
 11. Human Resources will provide their contact information to the RCMP/local police to receive updates on the whereabouts of the employee.
 12. If the employee is not found and the RCMP/local police indicate that they may do a media release, Human Resources or the Superintendent will inform the Director of Student Services for possible activation of the District Flight Team for a possible critical incident response.
 - a. The Flight Team lead, appointed by the Director of Student Services or the Superintendent, is to work with the supervisor, following the school district protocols for a critical incident response for any messaging and next steps.
 - b. The Flight team may need extra staff dispatched to a site. Any direction to dispatch additional employees will come from the Director of Student Services or the Director of Human Resources. If the Dispatch Clerk receives any other source of direction, the clerk will review the direction with the Directors of Student Services and Human Resources.

Follow-up Procedures

The next steps are determined on a case-by-case basis. General guidelines consider factors such as the amount of time absent, the reason for absence, the frequency of absences. Actions could include:

1. Supervisor has a conversation with the employee regarding expectations
2. Possible letter of expectations
3. Possible letter of investigation

Date Adopted: May 18, 2021 (formerly AP 5.8.1, #413)

Cross Reference: *Employee working from Home*