

ATTENDANCE MANAGEMENT ROLES AND RESPONSIBILITIES PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Human Resources
Parent Policy:	Attendance Management Policy
Approval Date:	December 21, 2015
Effective Date:	January 1, 2016
Procedure Owner:	Vice President, People
Procedure Administrator:	Manager, People Services

Overview:

This procedure specifies the roles of NorQuest College (college) employees, supervisors, managers, and People in relation to managing attendance.

Authority to establish this procedure is derived from the [NorQuest College Board of Governors Policy No.5](#) which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

Employees, supervisors, managers and People all have roles and responsibilities in managing attendance at the college. These roles and responsibilities are:

Employees are to:

- attempt best efforts to be physically and mentally fit for work
- attend work, on time, for every scheduled day of work
- seek medical care when required
- provide reasons for every absence or variation to normal hours of work
- contact supervisor or designate to report absences
- provide sufficient information to enable appropriate cover-off duties
- provide satisfactory medical certificates as required
- provide required notice for planned absences
- review balances on PeopleSoft Self Services and report any discrepancies to Employee Services, People
- complete appropriate forms and submit to their supervisor in a timely manner
- utilize annual vacation entitlements in the intended year and not carry excess vacation (permanent and term employees only)
- familiarize themselves and comply with the Attendance Management Policy and its related procedures

Supervisors are to:

- set a good example by being a positive role model for employees
- act responsibly in managing attendance in a reasonable, fair and consistent manner
- be aware of issues that may affect an employee's attendance
- approve additional time and absences within their authority
- review benefit balances on PeopleSoft Manager Self-Service prior to approving leaves

- submit all approved forms to Employee Services, People except for the Additional Pay Report Form which should be sent to Payroll Services, Finance
- seek council and advice from People in matters of interpretation of leave benefits, additional pay and/or in addressing attendance issues
- not allow the carry-over of excessive vacation balances except in rare instances

Managers are to:

- set a good example by being a positive role model for employees
- be aware of issues that may affect an employee's attendance
- be aware of and promote support programs
- determine blackout periods and communicate to employees
- allow for employees to take vacation breaks accommodate reasonable return to work plans
- ensure employees are familiar with this policy and its related procedures
- perform the role of supervisor for employees that report directly to them

People is to:

- communicate changes to the Attendance Management Policy and its related procedures to the college community
- provide timely advice and counsel to employees, supervisors and managers to ensure consistent application across the college
- provide reports and statistics to managers related to accrued vacation and patterns of absenteeism
- liaise with employees, supervisors, and nurse consultants about the Employee Recovery Assistance Program (ERAP) and facilitate return to work plan meetings

Authority for Attendance Management

"Executive Heads" have the authority to approve regular pay, additional pay and paid leaves of absence. In addition, executive heads have the authority to approve leaves without pay for three (3) months or longer. The Executive Head is able to approve the carry-over of excess vacation.

"Managers" have the authority to approve regular pay, additional pay, and paid leaves of absence for employees that report to them. Deans and Directors have the authority to approve, or delegate approval to a manager, leaves without pay up to three (3) months

"Non-managerial Supervisors" have the authority to approve absences, for permanent and term employees that report to them, for leaves such as illness, vacation, special and/or personal and emergency leave. They can approve leaves without pay up to 10 days. In addition, they can approve regular hours worked for sessional and casual employees.

Definitions:

Additional Pay: means pay for items such as overtime, modifiers, and allowances.

Annual Vacation Entitlement: means the number of hours or days that an employee is normally entitled to if they worked a full year.

Blackout Periods: refers to divisional defined periods of time where employees will not be approved for paid or unpaid leaves of absence except under exceptional circumstances.

Excess Vacation: means the carrying of more than an employee's normal annual vacation entitlement at any given time. For example, if an employee normally earns 20 days of vacation annually and currently they have a vacation balance of 25 days, they have 5 days of excessive vacation. Excess vacation carry-over will not normally be allowed except in rare instances approved by an Executive Head (Vice President or President and CEO).

Executive Head: means anyone who manages groups of divisions. Executive Managers can include Members of Executive or the President and CEO.

Manager: means anyone classified as a Manager and manages a division, department, or unit. Managers can include senior managers, deans, directors, Members of Executive or the President and CEO.

Planned Absence: refers to leaves scheduled or approved in advance. Examples of planned absences are vacation leave, funeral leave, moving day, maternity leave, and leaves without pay.

Return to Work Plan: means a plan developed to facilitate an employee who has been off work due to illness for an extended period of time. Return to work plans can include reduced hours of work or reduced duties. They are normally for a short period of time to assist the employee during their recovery period. Supervisors and Managers should work through the ERAP program or a Long Term Disability rehab consultant to facilitate return to work plans for employees.

Supervisor: means an employee whose job function requires him/her to organize, direct and control the work of others. Supervisors can include team leads, chairs, associate chairs, managers, deans, directors, Members of Executive, or the President and CEO.

Unplanned Absence: refers to absences that generally arise unexpectedly making it difficult to approve in advance. Examples of unplanned absences are for personal or family illness and bereavement leave.

Vacation Liability: means vacation accrued but not yet taken. In accordance with generally accepted accounting principles, on July 1st of each year the college is required to record a future liability for employee's earned but unused vacation.

Related NorQuest College Information:

- [Absence Form](#)
- [Absences for Illness or Injury Procedure](#)
- [Additional Pay Report Form](#)
- [Attendance Management Policy](#)
- [AUPE Collective Agreement](#)
- [Casual Employee Timesheet](#)
- [Clinical Premium and Call Back \(Faculty Only\)](#)
- [Faculty Collective Agreement](#)
- [Leave Without Pay Application](#)
- [Leave Without Pay Procedure](#)

Related External Information:
Next Review Date:
Revision History:

- [Management Terms and Conditions](#)
- [Maternity and Parental Leave Procedure](#)
- [Maternity Leave Application Form](#)
- [Out of Scope Employees Terms and Conditions](#)
- [Vacation Management Procedure](#)
- [Vacation Request](#)
- [Work From Home Procedure](#)

N/A

December 2019

January 2012: new
 August 2013: update for document links and branding
 November 2014: update for change in procedure owner and document links
 September 2015: update for document links
 December 2015: updated
 August 2019: Compliance Office template & reorganization update