

## ABSENCES DUE TO ILLNESS OR INJURY PROCEDURE

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

<b>Functional Category:</b>	Human Resources
<b>Parent Policy:</b>	Attendance Management Policy
<b>Approval Date:</b>	January 29, 2020
<b>Effective Date:</b>	January 29, 2020
<b>Procedure Owner:</b>	Vice President, People
<b>Procedure Administrator:</b>	Manager, People Services

### Overview:

This procedure will clarify roles and expectations of the employee, supervisor, and People related to absences due to illness or injury.

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

### Procedures:

The following actions and conditions apply where an employee is away from work for reasons of illness or injury. Please refer to the Terms and Conditions of Employment and the Collective Agreements applicable to the employee's position for details associated with illness leaves, proof of illness and Workers' Compensation.

#### Reporting of an Absence for Illness or Injury

- Employees who are unable to report to work because of illness or injury must notify their supervisor within one hour of their work starting time.
- Employees are expected to report to their supervisor or designate daily unless they have submitted a medical certificate that states they are unable to work for a defined period of time.
- In the case of absences due to illness or injury exceeding three (3) consecutive days, an employee should keep their supervisor informed of the progress toward recovery and anticipated date of return to work at reasonable intervals during their leave. An employee is expected to notify their supervisor as early as possible of their expected date of return to work.
- Employees in a permanent or term position will be allowed time off with pay to attend medical appointments in accordance with the Terms and Conditions of Employment and the applicable Collective Agreement provided they have been given prior authorization by their supervisor.
  - A supervisor may require a medical certificate as proof of attendance at the medical appointment.

#### Reporting of an Absence for Injury at Work

- Employees injured at work must, if they are able, report their injury to their supervisor within one hour of the injury.

#### Workers' Compensation (Workplace Injury)

- When an employee is injured at work, the employee's supervisor must submit a completed [Worker Report of Injury of Occupation Disease \(form C060\)](#) to People Services no later than 24 hours from the time of accident. This is critical, as there are deadlines

for submitting this report to the Workers' Compensation Board (WCB). The college may be fined if the deadlines are not met.

- The Employee should complete and submit to the WCB [Worker Report of Injury of Occupation Disease \(form C060\)](#).

### **Recording of Absences**

Supervisors are accountable for ensuring employees record their absences.

#### ***For Employees in a Permanent or Term Position:***

##### **Casual Illness Absence**

- Immediately upon return from a casual illness leave, employees are to report their absence using the NOVAtime Time & Labour reporting tool.
- The employee's supervisor is responsible for approving and submitting illness requests through NOVAtime each reporting period and for verifying the employee's illness balance.
- If an employee does not have an available balance for casual illness leave, the supervisor is to contact People Services.

##### **Short-Term Illness Absence**

- Where an employee is on a short-term illness leave, the employee's supervisor must, by the fourth (4) day of the employee's absence, report and submit the employee's absence using the HR Online Forms tool found on the Q with the employee's absence information. Also, by the fourth (4) day, the employee must provide People Services with a medical certificate and continue to submit an updated medical certificate at regular intervals thereafter until the employee returns to work. The certificate may be attached to the illness submission using the HR Online Forms tool, sent by fax to 780.644.6186 or scanned to EmployeeServices@NorQuest.ca.

##### **Long Term Illness Absence**

- Where an employee is absent more than 30 days due to illness or injury, People Services will send a letter along with an application for Long Term Disability (LTD) to the employee's home address. The application will contain a number of forms.
  - The employee and the employee's physician application forms should be completed and sent directly to the insurance provider as soon as possible to avoid interruption of earnings.
  - People Services will work with the employee's supervisor to complete the employer portion of the LTD application and will submit it directly to the insurance provider.

##### **Responsibilities While on Leave for Illness or Injury**

- An employee on a leave for illness or injury must be available to respond to phone calls or emails from the college or the insurance provider.

##### **Employee Recovery Assistance Program**

The longer an employee is off work, the harder it is for them to return to work. The college provides a program to assist permanent and term employees in returning to work called the Employee Recovery Assistance Program (ERAP).

- On or about day seven (7) of short-term illness, People Services will contact the supervisor and the employee to inform them of the ERAP.
- With the employee's consent, People Services will provide the employee's name and contact information to the ERAP service provider.
  - An ERAP case manager will contact the employee and will work in the strictest confidence to assist the employee while they are off work on short-term illness. This includes working with the employee's physicians and other health professionals to address factors that could complicate their return to work. The ERAP case manager will provide information and support for a return to work when an employee is ready to return as prescribed by their professional caregiver.
- If an employee does not participate in the ERAP, they will be required to provide additional medical information to support their leave.
  - People Services will send the employee a Medical Certificate/Attending Physician's Report for completion by their physician.
  - The employee may also be required to attend an independent medical assessment.

#### **Long Term Disability (LTD)**

- The insurance provider will advise the employee in writing of the status of their claim.
  - A permanent or term employee who is approved for LTD will be paid directly from the insurance provider.
  - If not approved for LTD, the employee may appeal the decision to the insurance provider.
    - While awaiting the appeal decision, an employee with satisfactory medical evidence to remain off work may request to be on vacation or an unpaid leave of absence. It is important for the employee to understand that any vacation taken while awaiting an appeal decision will not be reinstated if they are successful in their appeal.

#### **Benefits While on Leave**

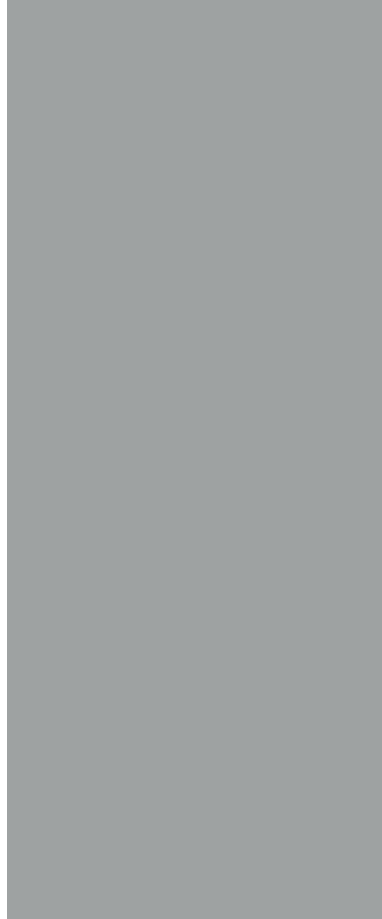
- Employees will continue to participate in the college benefits plans and the pension plan while on illness or injury leave.
- Where an employee is approved for LTD:
  - Both the employee and employer portion of pension contributions will be paid for by the college.
  - The employee's premiums for Life Insurance, Accidental Death & Dismemberment, and LTD will be waived.
  - The college and the employee shall continue to pay their portion of Extended Health Care and Dental premiums. Employees will be required to provide the college with post-dated cheques dated the first of the month. If, at any time during their leave, an employee allows payment of premiums to lapse, benefits will be suspended immediately until such time as the employee submits the required payment.

#### **Returning to Work after an Illness or Injury**

- Before returning from short-term illness, Workers' Compensation, or LTD, employees must provide satisfactory medical evidence that they are fit to return to work.



**Definitions:**



**Related NorQuest College Information:**

**Related External Information:**

- The college and the employee participating in the ERAP or returning from LTD will work with an ERAP case manager or rehab consultant on a return to work plan. The plan may include returning to:
  - regular duties and full-time hours,
  - modified work or part-time hours, or
  - work with specified work-site modifications in place.
- Normally, the ERAP case manager or rehab consultant will arrange a return to work meeting with the employee's supervisor, the employee, and People Services to ensure all parties agree to and can manage the expectations of the return to work plan.

**Casual Illness:** means an illness which causes an employee in a permanent or term position to be absent from duty for a period of three (3) consecutive work days or less.

**Employee:** includes a person who is engaged by NorQuest College to perform a service in accordance with existing terms and conditions of employment, employment contracts or collective agreements.

**Long Term Disability:** means an income protection plan for illness or injury that prevents an employee from returning to work within the 80 consecutive short-term illness days.

**Permanent position:** means a position designated by the college as continuing to meet ongoing operational requirements. Permanent positions may be Full-time or Part-time.

**Short-Term Illness:** means an illness which causes an employee in a permanent or term position to be absent more than three (3) consecutive days but does not exceed 80 consecutive work days or the equivalent of pro-rated days for part-time 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, vice-presidents, or the President and CEO.

**Term Position:** means a position designated by the college as a project or replacement position or term-certain for other specified reasons, having a set expiry date. A term position shall be at least six (6) months in duration and may be full-time or part-time of not less than one-half time.

- [Absence Form \(HR148\)](#)
- [Attendance Management Policy](#)
- [AUPE Collective Agreement](#)
- [Faculty Association Collective Agreement](#)
- Medical Certificate/Attending Physician's Report (available from People Services)
- [Terms and Conditions of Employment for Management Employees](#)
- [Out of Scope Employees Terms and Conditions](#)
- [Employer Report of Injury \(form C040\)](#)
- [Worker Report of Injury of Occupation Disease \(form C060\)](#)

**Next Review Date:**

February 2024

**Revision History:**

April 2014: new

November 2014: update for change in procedure owner and document links

September 2015: update for document links and next review date

November 2016: update to include online reporting tool, update for document links and general review of terms

October 2018: change of 15 days to 7 days and removal of the word voluntary for regarding the ERAP

August 2019: Compliance Office template & reorganization update

January 2020: update to include NOVAtime time and labour online reporting tool, re-structuring of procedure and general review