

EDMONTON

ADMINISTRATIVE PROCEDURE



TITLE

ATTENDANCE MANAGEMENT

NUMBER

A1108B

DEPARTMENT

CORPORATE SERVICES DEPARTMENT

DELEGATED AUTHORITY

**GENERAL MANAGER – CORPORATE
SERVICES DEPARTMENT**

CONTACT

LABOUR RELATIONS DIRECTOR 496-6535

DEFINITIONS

Absence is an incident of non-attendance at work.

Applicable Standard is the average number of incidents or days of non-culpable absences over a defined period of time, not exceeding one (1) year, for employees similarly classified in a Branch/Department, as appropriate.

Attendance Management Guidelines are guidelines set out to support optimum attendance at work by employees.

Culpable Absenteeism is an absence for which permission has not been granted. Culpable Absenteeism is subject to discipline, as outlined in Discipline Policy A1102.

Non-culpable (Innocent) Absenteeism is an approved absence.

DATE

MAY 14, 2009

PROCEDURES AND GUIDELINES

The Senior Management Team shall:

- a) approve this policy, the procedures and subsequent amendments
- b) support, implement and endorse this policy and procedures at all levels in the corporation
- c) establish attendance management strategies and optimum attendance goals
- d) define the process for determining attendance standards for general employee groups. These standards will consider all absences that occur as a result of personal disability, including incidents under the Income Protection (Short Term Disability), Long Term Disability and Workers' Compensation plans

AS TO FORM:

AS TO CONTENT:

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- e) define and acknowledge exemplary employee attendance and develop a corporate recognition plan
- f) ensure that managers and supervisors managing employee attendance receive appropriate training
- g) provide adequate information to all employees with respect to Attendance Improvement.

The Supervisor/Manager shall:

- a) assess and identify potential absence problems
- b) develop an appropriate attendance management plan for identified employees with advice and recommendations from Human Resources, as requested, to manage unacceptable absenteeism
- c) include attendance in all employee performance appraisals
- d) use the Attendance Management Guidelines to address unacceptable absenteeism
- e) maintain appropriate personal contact with employees absent from work

The Human Resources Branch shall:

- a) maintain and analyze absence statistics and provide required information reporting
- b) interpret this policy and procedures, collective agreements, applicable legislation and benefit plan documents
- c) develop and deliver training on Attendance Improvement
- d) provide advice to supervisors in situations of non-culpable absenteeism or termination of employment
- e) consult with respective unions, once a problematic attendance issue has been identified

The Employee shall:

- a) attend assigned work on a regular and timely fashion, and seek solutions to issues that may be impeding their ability to maintain optimal attendance
- b) follow established reporting procedures when an absence occurs or will occur, including providing reasons for non-attendance

The Unions shall:

- a) support the City and the employees in achieving optimum attendance
- b) provide input to the City on attendance matters, and negotiate related collective agreement provisions

Guidelines for managing attendance are included in the attached Attendance Management Guidelines.

EMPLOYEE REPRESENTATION

Counselling sessions for non-culpable absenteeism are not disciplinary. A unionized employee will be asked if they would like union representation in attendance during the counselling sessions. The City will

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comply with the request. A union representative will be invited to attend sessions that include a commitment to a "Final Attendance Improvement Opportunity" letter or non-culpable termination.

ATTACHMENTS

Attachment I – Attendance Management Guidelines