

## Policy 528: Attendance and Absenteeism

### Rationale:

NNCEA is committed to maintaining a workplace that supports both employee well-being and organizational effectiveness. Regular and reliable attendance is essential for ensuring smooth operations, providing consistent student support, and maintaining a safe and productive environment for all staff.

This policy outlines the expectations for employee attendance and the procedures for reporting absences. It also establishes a clear process for managing unplanned or frequent absenteeism and addresses the steps NNCEA will take when an employee fails to report to work without notice.

This policy is designed to ensure fairness and clarity for all employees. It promotes a consistent approach to attendance across all departments and ensures compliance with applicable legislation, including the Canada Labour Code and the Human Rights Act.

### Guidelines

Employees are expected to arrive at work on time and prepared to perform their duties for their full scheduled shift. Consistent attendance and punctuality are essential for a respectful, efficient, and productive work environment.

- **Reporting Absences:** If an employee is unable to attend work, they must notify their direct supervisor or a designated contact as early as possible before the start of their scheduled shift. The employee should state the reason for their absence and provide an estimated return-to-work date if known.
- **Late arrivals & early departures:** An employee who is going to be late must inform their supervisor as soon as reasonably possible, including their expected time of arrival. If an employee needs to leave work before their end of their shift, they must get approval from their supervisor before they leave.
- **Multi-Day Absences:** Where an absence extends over multiple days (e.g. due to illness or personal emergency), the employee is expected to provide a daily update to their supervisor unless other arrangements have been made (such as providing a medical note

or planned return date).

Failure to follow these reporting expectations may result in the absence being considered culpable. Culpable absences will be subject to further review under NNCEA's *Policy 520: Discipline, Suspension, and Dismissal of Support Staff*.

### Addressing Unplanned Absenteeism

NNCEA recognizes that there are two categories of unplanned absenteeism:

1. **Culpable Absenteeism:** This refers to absences where the employee is at fault, such as failing to follow reporting procedures, unexcused lateness, or “no-call, no-show” absences. Culpable absenteeism is considered a disciplinary matter and will be addressed in accordance with NNCEA's *Policy 520: Discipline, Suspension, and Dismissal of Support Staff*.
2. **Non-Culpable Absenteeism:** This refers to absences that are not the employee fault, such as those due to illness, injury, family emergencies, or other unavoidable circumstances. The absence itself is not a disciplinary matter. In cases of frequent or excessive non-culpable absenteeism, NNCEA will engage in a non-disciplinary process to discuss the situation with the employee and explore potential accommodations to support their return to a regular attendance pattern.

### Documentation for Absences

NNCEA may require a medical certificate from a qualified medical professional to support any employee absence due to illness or injury that lasts five (5) or more consecutive scheduled workdays.

This documentation must:

- Confirm the employee's inability to work for the specific period.
- Provide a projected return-to-work date or a timeline for when further updates will be available.
- Not include a specific diagnosis or other confidential medical details, in accordance with applicable privacy legislation.

## **Unreported Absences and Job Abandonment**

Employees are required to notify their supervisor or designate if they are unable to attend work. If an employee fails to report for a scheduled shift and provides no notification (a “no call, no show”), NNCEA will make reasonable efforts to contact the employee. These efforts may include phone calls, emails, or reaching out to the employee’s emergency contact on file.

### **Documentation of Contact Attempts**

NNCEA will document all attempts to contact an employee who has failed to report for a scheduled shift. This documentation will include the date, time, method of communication, and outcome of each attempt. This record serves as evidence of NNCEA’s attempt to contact the employee before further action is taken.

If an employee is absent without contact for three (3) consecutive scheduled workdays, and all reasonable efforts to reach them have been unsuccessful, NNCEA may consider the absence to be job abandonment.

Before any action is taken, the following steps will be followed:

- A final written notice will be sent to the employee’s last known address on file. This notice will state that NNCEA considers the employee to have abandoned their position and will provide a specific timeframe (typically five business days) for the employee to respond and explain their absence.
- The final decision to terminate employment on the basis of job abandonment will be made in accordance with the Canada Labour Code and will take into consideration any known extenuating circumstances or accommodation needs.

NNCEA recognizes that emergencies and unexpected circumstances may arise. Our priority is to maintain communication, not to penalize employees unnecessarily. Employees are encouraged to reach out as soon as they are able (even retroactively) so their situation can be properly assessed.

Approval Date:

Revision Date:

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### Appendix 3K: No-Call, No-Show Contact Record

This form should be used when an employee does not show up for work and does not contact their direct supervisor to report the absence. This form should be filled out each consecutive day the employee misses work and does not call in. Please see *Policy 528: Attendance and Absenteeism*.

**Employee Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Department/Location:** \_\_\_\_\_

**Date of Absence(s):** \_\_\_\_\_

**Scheduled Shift Time(s):** \_\_\_\_\_

#### 1. Contact Attempts

Date	Time	Contact Method (Call/Text/ Email)	Outcome (Voicemail/No Answer/Spoke)	Supervisor Initials

#### 2. Notes/Additional Details

Approval Date:

Revision Date:

**3. Supervisor Sign-Off**

I confirm the above contact attempts were made regarding the employee’s absence.

**Supervisor Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**4. Final Written Warning**

*(This section should only be filled out if the previous contact attempts were unsuccessful and a job abandonment warning letter has been mailed.)*

**Date Letter Sent:** \_\_\_\_\_

**Method:**  Hand-Delivered  Mailed

**Supervisor/HR Signature:** \_\_\_\_\_

**Witness Signature:** \_\_\_\_\_