

# City of York Council Absence Line



## Why are we introducing Absentia Day One Absence Monitoring?

City Of York Council recognises the importance in looking after you!

### The benefits of having the service for you are:

- You are able to log absence 24/7 by a trained call advisor
- Your manager is notified immediately via email
- Early occupational health recommendations when you hit a predetermined trigger
- Appropriate support and recommendations from an occupational health (OH) nurse
- Fair and consistent approach to absence for everyone

### How does it work?

- Please contact the City of York Council Absence Line on **01904 809584** when you know that you are going to be absent from work
- A call advisor will confirm your employee reference number and details to locate your employee record. (We can still find your record without your reference number)
- You will be asked questions to understand the reason for your absence
- Once logged, a notification will be sent to your manager and your absence details are stored on your employee record
- If your absence hits a predetermined trigger in the system, then you may be contacted by an OH Nurse

### When do I need to contact the service?

- You need to contact the City of York Council Absence Line as soon as you know that you are going to be absent from work
- All unplanned absence, including sickness, compassionate leave and dependent care leave
- You don't need to contact the City of York Council Absence Line for any planned leave, such as holiday or maternity/paternity leave. This should be agreed with your manager

### What happens next?

- Contact the City of York Council Absence Line on **01904 809584** when you know that you are able to return to work
- The call advisor will confirm your absence information then close this on the system for you
- Once the absence is closed, a return to work form (RTW) will be sent to your manager so that a RTW interview can be completed with you

**If you need any assistance in contacting the City of York Council Absence Line, please speak to your manager, as we have facilities to support you with this.**

## What happens if I need to extend my absence?

- If you need to update your absence, then you need to contact the City of York Council Absence Line again
- You should provide the call advisor with a new expected return to work date and any additional information relating to your absence
- This will send a further notification to the relevant manager and update your employee record
- If you have a fit note you should inform the call advisor and send it to your manager

## Why might an Occupational Health Nurse contact me?

- If your absence hits a predetermined trigger in the system, then you may be contacted by a OH Nurse to discuss the reason of absence
- The predetermined triggers include our absence management policy triggers as well as early intervention triggers. The early intervention triggers include any musculoskeletal or psychological related absences and injuries at work
- The OH Nurse is there to support you and ensure that they offer advice and recommendations on any treatment
- They will discuss your absence with you and review your previous absence history
- Following the call, they will feedback to your manager with any OH recommendations they

