

Facilities Ancillary Services Best Practice

Unplanned Absences

INTRODUCTION (Purpose and Importance)

The operational needs of Facilities Services and Campus Development are impacted when staff are absent from work. Reporting absences consistently allows workflow to be coordinated, internal reporting requirements to be met and ensures the safety of staff.

Notification during a workday:

- Speak with your direct supervisor if leaving during your workday. If your direct supervisor is not available, speak with another manager/coordinator in the FSCD office,
- The manager/coordinator will communicate via email to the rest of the management team.

Notification before the workday begins:

- Please call 250-740-6500 to leave a message, or
- Email facility@viu.ca, copying your direct supervisor and office coordinator.

Office Process:

- Facilities office staff to forward message (via phone/email) directly to Office coordinator for distribution and opening of a sick record, if need be,
- Office coordinator to forward original message (with details) to appropriate manager,
- Office coordinator to communicate (via email) employee absence to Facilities office staff & Facilities maintenance coordinator - no details required,
- In the absence of the Office coordinator, Facilities office staff to follow protocol outlined above.

Upon return to work:

- Email facility@viu.ca, copying your direct supervisor and Office coordinator.

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