

## Toolkit guidance

### Who to phone

If you are too ill to come to work you should ring your manager. If he or she has told you to ring someone else then you should ring that person.

If you cannot get hold of your manager then you should talk to their deputy if they have one. Your manager may then ring you back when they are available.

You should make the phone call yourself if you can. We only accept calls from other people such as a friend or relative in emergency situations, for example if you are in hospital..

### When to phone

If you are too ill to come to work you must ring your manager to say you are too ill and can't come in.

If you have not been told what time to phone by then you must phone by 10 o'clock in the morning or four hours before you are due to start a shift.

### If you do not phone the right person at the right time

If you do not follow these rules you may not get paid for the day and you might face disciplinary action.

Disciplinary action means that what you have done will be looked at under the council's disciplinary procedure.

### What you need to tell us when you phone

You should tell us:

- what is wrong with you
- when you think you will be well enough to come to work. If you do not know you will have to phone in each day
- if you think you are ill because of something that happened to you at work
- what your current contact details are so your manager can keep in touch whilst you are off sick

## **Fit notes from your doctor**

If you are ill for more than seven calendar days then you will need to see your doctor.

Your doctor may say you can come back to work, or will write you a fit note. This was previously known as a sick note or a doctor's certificate.

If you get a fit note you will need to:

- fill in your details on the back of the fit note and sign it
- send it to your manager, if you are not sure where to send it phone your manager to check
- make sure your first fit note reaches your manager by the eighth day you are off sick. For example if your first day of sickness is a Monday, your first fit note must reach your manager by a week on Monday
- check when the fit note runs out. If your fit note is going to run out you either need to go and see your doctor again or come back to work if you are well enough. You must make sure you go back before your fit note runs out so there are no gaps

## **While you are off sick**

While you are off sick, you must take care of yourself and not do anything that will make your condition worse.

Your manager will want to keep in touch to see how you are and make sure they know when you expect to be able to come back to work.

If you are away from work for a long time because you are ill your manager may write to you and arrange a time and place to meet with you.

Sometimes your manager may want you to go to an appointment at occupational health while you are off sick. If he or she wants you to do this, they will explain what it means, and you should make every effort to attend.

## **When you come back after being off sick**

When you come back to work your manager will talk to you. This is known as a return to work meeting. Your manager will then send details of your absence to the Business Support

Centre (BSC) for recording on your personal record. This will mean that you receive any sick pay you are entitled to for this period of absence, and depending on your previous absence history your absence record may need reviewing under the council's managing attendance policy.