**ED RECEPTION - SICKNESS REPORTING & TIMEKEEPING PROTOCOLS**

**SICKNESS**

* Sickness must be reported within good time of the start of your shift, unless exceptional circumstances.
* You must report your sickness absence yourself (unless exceptional circumstances) and it must be done verbally over the telephone. **It is not acceptable to report sickness via email, text message or WhatsApp.**
* **It is not acceptable to report sickness to your** **Reception colleagues,** you must follow the below protocol

**TIMEKEEPING EXPECTATIONS**

* Arrive in department, get changed into uniform, & be ready to log on by shift start time.
* You must telephone Manager or Nurse in Charge if you are going to be late for your shift. It is not acceptable to report your lateness to colleagues on Reception or to put messages in group WhatsApp.
* Escalate to Manager or Nurse in Charge if a colleague, unexpectedly, does not arrive for their shift.

**WHO TO REPORT SICKNESS OR LATENESS TO**

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| --- | --- | --- | --- | --- |
|  | **NAME** | **JOB TITLE** | **NUMBER** | **USUAL AVAILABILITY** |
| 1st port of call | Valerie Cartwright | ED Reception Team Leader | 07900 263830 | Varied –  Shift Work |
| 2nd port of call | Natalie Owen | ED Directorate Support Manager | 07826 222531 | Mon to Fri  08:30 to 16:30 |
| 3rd port of call | Thomas Whittle | ED Operations Manager | 07795 911435 | Mon to Fri  09:00 to 17:00 |
| 4th port of call |  | ED Nurse in Charge | **CRH –**  07721 355204  01422 223849  **HRI -**  01484 343572 | 24/7  24/7 |