

NEW CASTLE COUNTY

PERSONNEL POLICY

NUMBER	2.05
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DATE	07/01/00

SUBJECT: SICK CALL-OFF POLICY

APPROVED:



OBJECTIVE: To outline a uniform call-off policy for all full-time employees.

STATEMENT: To receive compensation for available sick leave, it is the employee's responsibility to report his/her inability to be on duty and the reason in accordance with the language in the specific collective bargaining agreement, if applicable, and in compliance with the procedure outlined below:

Local 1607:	At as early an hour as is practical, but in any event prior to the time set for the beginning of his/her daily duties.
Local 459:	At as early an hour as is practical, but in any event prior to the time set for the beginning of his/her daily duties.
Local 3109:	As soon as practical.
FOP & Deputy Sheriffs:	As early an hour as is practical, but in any event prior to or within one hour before the time set for the beginning of his/her daily duties.
Non-Union Employees:	As soon as practical.

Procedure: All-full time employees of New Castle County are required to report his/her inability to report for work within the guidelines set forth below. Failure to follow the correct procedure will result in disciplinary action.

1. All employees unless otherwise specified below in Sections #2 or #3 below. All full-time employees are to call 1-800-287-7425 (SICK) or 302-395-5115 in order to report their inability to report for work. The employee must "call off" on each day of absence unless written or verbal permission is received from the immediate supervisor. Do not call this number for vacation or any other leave requests. Employees scheduled to work a night shift or weekend schedule should follow departmental policy in reporting their absence.
2. Special Services. Employees in the Department of Special Services must report absences from work by calling (302) 323-2675. The employee should dial the number and listen to the recorded message. When the message ends, give your name, division, reason for your absence, and, if known, how many days you will be out. Remember, however, that each day that you are not at work must be covered by a call or calls to the above number unless the employee has been excused from the supervisor in advance. Do not call this number for vacation or other leave requests. In addition, call your supervisor to report off for an early start, second shift, third shift, and weekend or holiday absences. If you cannot reach your supervisor, you are responsible for calling the dispatcher and requesting that he/she relay the message to supervision. Current numbers for supervision are:

Dispatcher:	395-5700
Plant Operations:	395-5820
Property Management:	395-5716
Fleet Management:	395-5381
Facilities Management:	395-5721

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Sewer Maintenance: 395-5834
Construction Support: 395-5836

3. Department of Police to include Police, Emergency Medical Services, Emergency Communications Center.

(a) Police Division. All requests for sick leave must be reported to the officer assigned to the Public Information Center (PIC) at (302) 571-7930. It will be the responsibility of PIC personnel to forward copies of the call-off in the following manner:

- One copy to the Unit Commander (white)
- One copy to the Section Commander (yellow)
- One copy to the Employee (pink)

Upon returning to work, the employee should review his/her copy of the call-off slip for accuracy. Discrepancies should be brought to the attention of the supervisor. The section commander, after completing any documentation, will forward his/her copy to the branch commander. The unit commanders will retain their copies of the call-off slip. These copies will be used to appropriately record the absences on the yearly attendance and time cards. When an officer/civilian is transferred, the call-off slips will be forwarded to the office of the Chief of Police, along with the employee's yearly attendance card.

(b) Emergency Medical Services Section: Employees in this section will call (302) 738-3131 to report off sick and use the below-listed procedures:

- Employee is to state his/her name, section and/or unit number (i.e., Paramedic and station assignment).
- Date, day of week, shift, and time employee will be absent from work. This information will be marked on the appropriate form, by the dispatcher, when the call is received.
- Type of leave requested i.e., sick leave. It is to be noted that leaves other than sick leave must be requested through the on-duty Emergency Medical Services' Supervisor.
- Number of hours (day or night shifts).
- The reason for calling off sick.

The information in the call-off record will be recorded on the appropriate form of which one copy will go to the commander of Emergency Medical Services' Section, one copy will go to the respective Emergency Medical Services' Section shift supervisor, and one copy will be returned to the individual.

(c) Emergency Communications Section. Employees will call their respective supervisor within the designated section to report off sick and will use the below listed procedure:

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| - | Emergency Call Operators & Coordinators | 573-2898 |
| - | Fire/Medical Communications Specialist & Supervisors | 571-7949 |
| - | Police Communications Specialist & Supervisors | 571-7963 |

- Employee is to state his/her name.
- Date, day of week, shift, and time employee will be absent from work. This information will be marked on the appropriate form, by the on-duty supervisor, when the call is received.
- Type of leave requested i.e., sick leave. It is to be noted that leaves other than sick leave will be requested through the on-duty supervisor.
- Number of hours (day or night shift).
- The reason for calling off sick.

The information on the call-off record will be recorded on the appropriate form of which one copy will go to the Emergency Services Assistant Manager, and one copy will be placed in the employee's departmental personnel file.

REQUIRED ACTION: Department general managers shall be responsible for the communication, explanation, implementation and maintenance of this policy to assure compliance by all affected employees.

Revised: 12/02/93
Revised: 07/01/97
Revised: 06/17/99
Revised: 07/01/00