

Cork Centre for Independent Living

# Staff Handbook

2011

20 Commons Road, Blackpool, Cork

*This staff handbook has been developed by Cork Centre for Independent Living with a view to providing new and existing staff with an overview of Cork CIL in terms of governance, policies, procedures and staff support initiative.*

*While we have endeavoured to include as much information as possible, the content is not exhaustive and, therefore, should be read in conjunction with other material such as your Contract of Employment and Cork CIL's policies and procedures available to all employees*

*While information contained in this handbook is accurate at the time of print, it is likely that information will alter during the course of its publication. Cork CIL will aim to ensure that information is updated but cannot, therefore, accept responsibility for items contained in the Handbook.*

Please consult the web <http://www.corkcil.ie> or the Main Office for the most up-to-date information on policies and procedures



Cork CIL is a Registered Charity and Company Limited by guarantee and not having a share capital.

Cork CIL was incorporated in 1997.  
Company registration number is 276198.  
Registered Charity Number is CHY 12470.

# Section 1: Overview

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## Introduction

**Independent living**, is a **philosophy**, a way of looking at **disability** and **society**, and a worldwide movement of people with disabilities working for **self-determination**, self-respect and equal opportunities.

Cork Centre for Independent Living (Cork CIL) was opened in 1996 by people with disabilities. Cork CIL is committed to working towards the removal of barriers to inclusion and working for rights-based equality legislation for people with disabilities.

Our main aim is to empower and enable people with disabilities to achieve Independent Living, choice and control over their lives and to achieve full and active participation as equal citizens in society

CIL's in Ireland are funded primarily through the Health Services Executive and FÁS. Each CIL is autonomous and they provide a range of services to people with a disability. Cork CIL Services include:

- Provision of Personal Assistant (PAs) Service.
- Sponsor FÁS Community Employment Scheme.
- Provision of information on the rights and entitlements of people with a disability.
- Promoting advocacy and self-advocacy.
- Disability Research & Training.
- Supporting employment opportunities for people with a disability

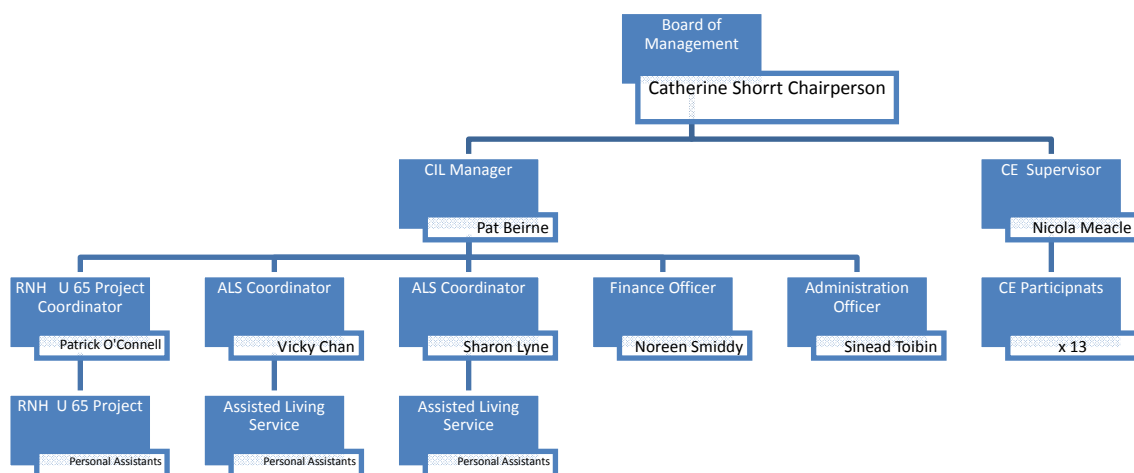
## Service Level Agreements (SLA),

Cork CIL provides PA services on behalf of the Health Services Executive (HSE) as part of the **Assisted Living Service (ALS)**. The type, level and quality of the services that we provide are expressed in a Service Level Agreement between Cork CIL and the HSE. We are required to report regularly and in detail on the services we are contracted to provide.

Cork CIL is a sponsor of a FÁS Community Employment Scheme with 13 participants and a CE Supervisor. Participants work in a range of settings including PA and administration. FÁS Community Employment Schemes offer a valuable opportunity for participants to gain further training and work place skills. FÁS audit the scheme and Cork CIL ensures that the programme run in accordance with the FÁS protocols.

Cork CIL must demonstrate that it effectively and fairly manages public resources and that we make best use of public sector funding. We will do this by ensuring that in the way we deliver and manage the services we are contracted to provide are to the highest quality and provide best value for money.

## Governance, Leadership & Management.



The Management Staff of Cork CIL report to a Management Board. **The Board of Management** is made up of people with personal and professional experience and an interest in disability issues and services. The CIL Board members have experience in law, finance, IT, health, sport, social and disability services. The role of the Board is to:

- Develop and approve the vision, purpose and values of the organisation
- Approve and develop the strategic plan
- Approve the service plan
- Approve key organisational policies
- Approve the budget and monitor expenditure
- Appoint the Manager accountable for implementing the plan within the context of organisational policy and the approved budget
- Ensure legal requirements are met
- Develop a risk management plan and ensure it is implemented
- Ensure quality of services
- Ensure there are adequate funds and resources for the organisations

The **Manager and CE Supervisor** report directly to the Board. It is their responsibility to:

- Lead the development of the vision, purpose and values of the organisation
- Develop the strategic plan
- Develop and implement the service plan
- Develop and implement organisational policies
- Manage the budget and monitor expenditure
- Appoint and manage the staff responsible for service delivery and support

- Ensure legal requirements are met
- Develop a risk management plan and ensure it is implemented
- Ensure quality of services
- Ensure there are adequate funds and resources for the organisations

**The ALS Co-ordinators** are the Line Managers for all the Personal Assistant (PA) staff. The ALS Co-ordinators are responsible for:

- Ensuring that the service delivered by you to the Leader(s) or to your colleagues is of the highest standard.
- Sharing their experience and providing leadership to help drive quality and continuous improvement.
- Coordinating and facilitating new Employees to undergo the remaining Induction Training required for their role.
- Needs Assessments with Service Users / Leaders
- Coordinating and facilitating new Leaders services
- The Probationary Assessments during your probationary period.
- The management of attendance.
- The management and support of your performance in your role.
- Support the development of Employees' professional development through Personal Development Plans (PDP's)
- A lead role in Cork CIL Training Needs Analysis.

The role of a **Line Manager** is to create an environment in which the distinct and different contributions of individuals can flourish in order to achieve our overall objectives. The Line Managers take an active part in ensuring that the service operates to the highest standard.

The Line Managers plays an important role to ensure that change is successful through activities like planning, organising, co-ordinating and leading the efforts of other members of the team as well as being a role model. Your first point of contact for all aspects of your employment will be your Line Manager.

# Section 2: Quality and Performance

## Performance Management

The quality of service delivered to our service users and colleagues is very important to Cork CIL. It is fundamental to achieving our mission and meeting the requirements our service level agreement. At Cork CIL we are developing various tools to ensure that we maintain and continuously improve our service and its standards. There are strategies, action plans, objectives policies and feedback.

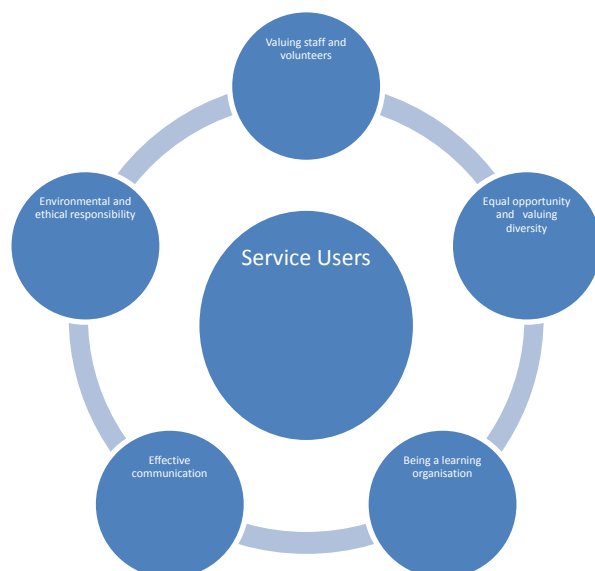
## PQASSO

In 2011 the Cork CIL Board of Management committed to the on-going development of quality services through the PQASSO

PQASSO is a Practical Quality Assurance System for Small Organisations. PQASSO was specifically designed for voluntary and community sector. It was first introduced in 1997 and has been widely used by thousands of organisations nationally and internationally. PQASSO will provide Cork CIL the means to analyse our strengths and areas for improvement and to set about a programme of continuous improvement in the quality of our services.

The principals and values behind PQASSO reflect those of Cork CIL. These include:

- ✚ Putting the users at the centre of what we do
- ✚ Valuing staff and volunteers
- ✚ Equal opportunity and valuing diversity



- ✚ Environmental and ethical responsibility
- ✚ Being a learning organisation
- ✚ Effective communication

Team Based Performance Management (TBPM) Key Performance Indicators (KPI) and Personal Developing Planning (PDP) will support Cork CIL to achieve our objectives.

## **Team Based Performance Management:**

Team Based Performance Management is an agreed approach to managing performance in the Irish Health Services. The process is about helping team members understand their roles, objectives and key performance indicators, and, giving and receiving feedback. It also puts in place actions to support performance and quality improvement as well as promote better team communication and participation.

Cork CIL is committed to ensuring:

- Greater clarity on roles and purpose, which are linked to the service plan.
- Increasing motivation by providing a structure whereby staff can contribute to organisation goals through participation in the PQASSO
- Improved leadership skills at all levels in the organisation,
- Providing a means for identifying and addressing learning needs and development needs.

## **Key Performance Indicators (KPI):**

Key performance Indicators are established by the HSE and formalised in our Service Level Agreement. Cork CIL will use performance management to guide its day-to-day practices, improve Service Users experiences of the service and support accurate and timely reporting to the HSE on the agreed KPI. Performance management has many benefits:

- Improves service.
- Improves productivity and efficiency.
- Clarity and ownership of issues across the organisation.
- Accountability, and with it responsibility.
- Improved governance and management of risk.
- Resilience to external scrutiny.
- Clarity and leadership for staff in terms of expectations.

## **Personal Development Planning (PDP):**

Personal Development Planning is a continuous development process that enables staff to make the best use of their skills. It also helps advance both the individual's plan and the goals of the organisation. Cork CIL is committed to work with staff to introduce PDP with all staff. It is through PDP that we will be able to ensure that staff receive recognition for their work , acknowledge their achievements and provides staff with as much feedback as is possible about what they do and what is required in order to continuously improve the service.

# Section 3: Joining Cork Centre for Independent Living (Cork C.I.L)

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It is the policy of the Cork CIL that all new Employees should be welcomed through an induction programme. The Induction Programme gives an overview and introduction to Cork CIL and the basic information needed by staff.

## • **Step 1: General Induction:**

General Induction is often done in small groups following the recruitment of staff. All staff will receive general induction before commencing work. It is an opportunity for Cork CIL to give you information you need and for you to ask questions and clarify any questions you may have. At the induction meeting you will receive 2 copies of your **Contract of Employment**. You should sign them both and return them. These will be signed by Cork CIL Manager and a copy sent to you and a copy retained in your Personnel File. Please keep your **Contract, Job Description** and this **Staff Handbook** safely as these outline the requirements that Cork CIL will have of you as an employee

At the Induction we will ask you complete personnel forms and bank detail forms so we can set you up on payroll system

## • **Step 2: Leader/ Local Induction:**

This involves specific orientation to your job role whether that is office based or as a community based Personal Assistant (PA). This will be done on a one to one basis and will be planned by your Line Manager (or person designated as Line Manager).

## • **Step 3: Induction to the job:**

This includes any or all of the training which is necessary for you to do your job efficiently and effectively. This stage of induction will also be facilitated by your Line Manager

## **Probation:**

The probationary period exists to help new Employees become more familiar with their role and evaluates their performance in terms of their knowledge, skills and behaviour. It is a formal process, where all new Employees have at least two reviews with their Line Manager during their probationary period.

Any aspect that is not satisfactory will be brought to the Employee's attention to allow them the opportunity to address the issue. Your Line Manager may then facilitate and support the Employee in training, guidance and assistance to help them achieve the required standards for their role.

Please refer to your contract of employment for details of the requirements under the probation arrangements.

# Section 4: Communication and Working Together

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Cork CIL is working hard to develop and maintain open channels of communication within the organisation. Line Managers and Employees are encouraged to have constructive dialogue with each other. Employees will be informed about, and given opportunities to participate in, decisions affecting their work life in a way that is consistent with effective management.

Information, in as far as is practicable, is communicated internally before it is disseminated externally.

All written information will be produced in a clear, concise manner, suitable for the audience and written in plain language.

Information is communicated through a variety of ways, verbal or written (electronic or hard copy). These may include, but are not limited to, those listed below.

**Meetings & Briefings:** One to one, small staff teams or larger staff groups. When requested to do so staff are obliged to attend work place meetings.

**Telephone & Text:** Telephone and text messaging are effective ways of communication between staff and the main office. Texting is **not** however, suitable for some communication e.g. sickness absence reporting, annual leave requests etc. It must not take the place of effective personalised professional communication either face to face or by telephone

**E-Mail:** The Internet is a widely utilised tool for provision of easily updatable and current information about CIL.

**Web Site:** Cork CIL is redesigning its web site. Forms, policies and procedures will be accessible via the Cork CIL website at [www.corkcil.ie](http://www.corkcil.ie)

**Newsletter:** Cork CIL produces a regular newsletter. This will soon be accessible on the Cork CIL Website

**DVD's:** Cork CIL has a long tradition of producing information DVDs on a range of disability issues. These are available from the Main Office.

## External Communication

External enquires including from the media in relation to any aspect of Cork CIL's activities; policies or Service Users should be referred to the Cork CIL Manager.

Giving interviews, statements or any other information connected with the services provided by Cork CIL should not be undertaken without the prior approval of the Board of Management. Unapproved actions have the capacity to prejudice the interests and reputation of Cork CIL.

### **Freedom of Information and Data Protection:**

The Freedom of Information Acts 1997 and 2003 and Data Protection Acts 1988 and 2003 give people (including Employees) specific legal rights to their personal information and to reasons for decisions that affect them.

These Acts place a responsibility on all of us to keep accurate and up-to-date records, to keep records safe and secure and to give people access to their personal records.

In the first instance all requests under Freedom of Information and Data Protection Acts must be referred to immediately to the Cork CIL Manager.

### **Confidentiality:**

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of Leaders and / or staff, or other Cork CIL business. Such records and information are strictly confidential and unless acting on the instruction of an authorised Manager, on no account must information concerning staff, Leaders and other Cork CIL business be divulged or discussed except in the performance of normal duty.

Confidential records and information must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

You shall not discuss or disclose any information of a confidential nature except in the proper course of your employment. These restrictions shall continue to apply after termination of this appointment.

# Section 5: Employee- Rights and Responsibilities

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## **Conduct & Behaviour**

Code of Conduct: All Employees are expected to maintain high standards of behaviour and conduct while carrying out their duties. You must respect the equality rights of others and you are expected to:

- Use your time positively and constructively.
- Be approachable and pleasant.
- Make others welcome and valued.
- Show respect to people from all ethnic, religious, cultural and social backgrounds.

## **Personal Assistant Hours of Employment.**

PA's are employed in two main ways:

### **Core Regular Hours.**

These are hours with a Leader that are regular and on-going as they are allocated to the Leader to meet their on-going needs.

If a PA is contracted to work and are assigned to a named Leader for on-going Core Hours Cork CIL consider that these are your normal working hours. You are committed to attending each shift on time. If you wish to take time off from these hours this is managed by requesting annual leave which is managed in line with the Cork CIL Leave Policies. Some PA's have regular core hours with more than one Leader.

### **Cover Hours:**

These are hours that are required to be 'covered' on a once off or short term basis. e.g. covering hours whilst another PA takes annual leave, to cover PA training or to cover unplanned sickness absence.

If Cover is required Cork CIL will text all PA's to find out availability. PA's are asked to respond only if they are available for cover. If you agree to cover there is an expectation that you will do this cover unless you yourself are unfit for work.

## Increase or Decrease in Hours

Cork CIL works with a wide range of Leaders in arrange of different capacities. Because of the changing needs of the service and Leaders it may be necessary to reduce/increase the hours of work. In this event you will be notified in writing.

If you are available to work additional hours this will be agreed with you. You will receive an addendum to your contract of employment stating the revised hours and date of commencement of these hours. Your Core Hours with the named Leader will then increase.

Occasionally Leaders wish to permanently reduce the PA hours or the relationship with a PA come to a natural end. In this case the Leader will be required to give Cork CIL a minimum of two weeks notice. The notice period will be notified to the PA in writing. Every reasonable effort will be made to find alternative hours in order to maintain the hours however this cannot be guaranteed.

## Cancellation of Hours by Leaders

Leaders may need to cancel a PA service for a short time. This can be because of a prior arrangement, holiday or other reason. Occasionally cancellations are unplanned. Leaders are required to give Cork CIL as much notice as possible. However, if a Leader informs you as their PA it is your responsibility to:

1. Inform your ALS Co-ordinator or the head office as soon as you know of the cancellation.
2. Confirm that the Leader has informed Cork CIL.

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1. Inform your ALS Co-ordinator or the head office as soon as you know of the cancellation.
2. Confirm that the Leader has informed Cork CIL.

You will formerly issued with notice of the short term reduction in hours.

PA's will continue to receive payment in accordance with the terms of their contract for a maximum of 2 weeks and calculated with reference to the previous 13 weeks worked. During this time efforts will be made to allocate PA's alternative hours.

If you are in receipt of continued payment during this time:

- You will be required to work either with an alternative Leader and/or
- In an alternative location for the equivalent hours.

- Cork CIL cannot guarantee that these alternative hours will be at the same time as the hours 'reduced'.

If Cork CIL is not able to offer alternative hours you will be paid as above, however you **must** be available for work at short notice for work during your original contracted hours. You may not work for an alternative employer at this time.

Failure to accept reasonable alternative working hours during this time will result in this period not being paid.

If you do not wish to work with an alternative leader or in an alternative role you may request to take your own annual leave or request a period of unpaid leave.

### **Leader Cancellations:**

If a Leader is not in the short term using PA hours you are rostered to work you will not be paid for these hours unless you:

- Remain fully available for work.
- Work the equivalent hours with another Leader / CIL Service.
- Take these as annual leave.
- You have informed us of the Leader cancellation.
- The 2 week notice period has ended.

### **Confidentiality:**

Confidentiality is extremely important. Cork CIL will repeat the requirements of staff in this regard

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of Leaders and / or staff, or other Cork CIL business. Such records and information are strictly confidential and unless acting on the instruction of an authorised Manager, on no account must information concerning staff, Leaders and other Cork CIL business be divulged or discussed except in the performance of normal duty.

It is important that all staff read the Trust in Care ([www.hse.ie/eng/staff/Resources/HR/Trust\\_in\\_Care.pdf](http://www.hse.ie/eng/staff/Resources/HR/Trust_in_Care.pdf)) and Children First ([www.dcy.gov.ie/documents/childcare/ChildrenFirst.pdf](http://www.dcy.gov.ie/documents/childcare/ChildrenFirst.pdf)) Documents to better understand your role and responsibilities. If you have any queries or concerns please contact your Line Manager for advice.

Confidential records and information must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

You shall not discuss or disclose any information of a confidential nature except in the proper course of your employment. These restrictions shall continue to apply after termination of this appointment.

### **Employee Gifts or Gratuities:**

An Employee may not solicit or accept, directly or indirectly from any person, firm or association anything of economic value such as a gift, gratuity or favour which might reasonably be interpreted as being of such nature that it could affect his / her impartiality in dealing with the donor including Leaders.

Staff must never accept money from a Leader either as gift or as a loan

Staff must not request to borrow items of any value from a Leader such as tools, cars etc. for their own personal use

Please note that any breaches in the Employee Gifts and Gratuities Guideline will be dealt with in accordance with the Cork CIL Disciplinary Policy

### **Unjust enrichment**

Unjust enrichment must be strictly avoided. This principle prohibits an Employee from gaining any advantage, other than official remuneration in respect of his / her duties e.g. acceptance of special facilities or discounts on private purchases from people or suppliers with whom the Employee has official dealings.

### **Staff Identity and Security Cards:**

The obligatory wearing of identity badges is being introduced for all Employees. ID Badges are supplied free of charge but the cost of replacement must be borne by the Employee. ID Badges will be issued by the Administration Office. On leaving employment your ID badge must be returned to Cork CIL

### **Outside Occupation:**

To ensure compliance with Section 33 of the Organisation of Working Time Act 1997, in respect of double employment and the number of hours worked during a reference period (i.e. an average of 48 hours per week calculated over a period of 4 months), Cork CIL requires Employees to notify their Line Manager of any outside employment and to promptly complete the **Double Employment Form**, which is available from the Administration Office.

Employees should not engage in any gainful occupation, other than as an Employee of the Cork CIL, to such an extent as to impair the performance of your duties, or which conflicts with the interests of Cork CIL.

## **Dress Code:**

Cork CIL staff do not wear a uniform.

All Employees are expected to dress neatly and appropriately, consistent with the employees' role and to maintain public confidence in the services we provide.

Clothing with printed logos or designed that may cause offence are not acceptable in the work setting. All staff must wear clothing that allows free movement especially when moving and handling. Footwear must also be appropriate and provide adequate protection.

If personal protective equipment is required such as aprons or gloves these will be provided through Cork CIL

## **Personal Mail:**

Personal mail should be directed to your home. Cork CIL postage may not be used in any circumstances for personal mail. All mail directed to Cork CIL can be opened by an appropriate Employee.

## **Printing/Photocopying Facilities:**

Printing and photocopying facilities are for official use only.

## **Computer Usage Policy:**

All users are expected to exercise good judgement and to act in a professional manner when accessing the Internet, using e-mail or using Cork CIL computer systems. Each user has a responsibility:

- to maintain Cork CIL image,
- to use these electronic resources in a productive manner and
- to avoid placing Cork CIL at risk for legal liability based on their use.

## **Telephone Usage:**

Office telephones must be used only for Cork CIL business. If you wish to make a private call you must use your own phone and during 'break times only'.

Personal mobile phones should be switched off when a work. If in an exceptional circumstance you need to take an urgent personal call whilst at work in you must:

- Inform your Leader that you are expecting a call.
- Ensure that the Leader is safe and not in need of anything before you answer the call.
- Take the call privately and as quickly as possible

### **Workplace Collections:**

Unauthorised gambling, betting, collections, money lending and distribution of literature or goods are strictly prohibited.

### **Improper Use of Property:**

All Employees are expected to do their best to prevent the waste of resources or improper use of Cork CIL property. If you detect any abuse of this nature you should report the circumstances to your Line Manager.

### **Political Opinion:**

Cork CIL does not discriminate against Employees on the basis of political beliefs or opinions. However, political opinion should not compromise the Employee's obligations to the Cork CIL nor should it be expressed / disseminated in the workplace.

### **Declaration of Interest:**

Employees are duty bound to disclose any interest, financial or otherwise, which is likely to influence the exercise of that individual's independent judgement.

# Section 6: Employee Wellbeing & Support

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## Health & Safety

The Safety, Health and Welfare at Work Act, 2005 places responsibility on both you as the Employee, and Cork CIL as the Employer, to maintain a safe and healthy working environment.

### Your Responsibilities:

- Take all reasonable care to prevent injury to yourself or others.
- Cooperate with your Employer.
- Use any protective equipment provided to protect you in the course of your work.
- Report any defects that you notice in your work place pertaining to equipment, places, or systems of work that might endanger you or others.
- Do not misuse or interfere with anything provided to protect safety, health and welfare.
- Attend training courses and programmes.

### Cork CIL Responsibilities:

- Provide a safe place of work.
- Provide safe systems of work.
- Provide information, instruction and training.
- Consultation with Employees in relation to matters pertaining to their safety and health at work.
- Provide Health & Safety advice and assist in the security, the safety, health and welfare of employees.

### Safety Policy: Our Safety Policy is clearly outlined in Cork CILs Safety Statement

All Employees are obliged to familiarise themselves with the contents of the Safety Statement as it relates to their own work and comply with its requirements. The Safety Statement is located in the Head Office. In the near future we hope to make it available on our web site.

It is the responsibility of each employee to promote Health and Safety within their area of work and to identify hazards in an effort to minimise risks. All Employees are required to cooperate with the accident/ incident reporting system and will provide information, which will assist in establishing the circumstances surrounding the accident/incident.

**Moving and Handling:** It is mandatory for **all** staff to attend a moving and handling course when requested to do so. Moving and Handling Training is provided. Your Line Manager will make the necessary arrangements for you. Refresher training should also be undertaken every two - three years thereafter.

**Health and Safety in Pregnancy:** Cork CIL committed to ensuring safety, health and welfare of pregnant Employees and their unborn children and breastfeeding Employees. Employees who are pregnant should inform their Line Manager as soon as possible and complete a Pregnancy Risk Assessment.

**Accidents and Incidents at Work:** Employees are obliged to ensure accidents or injuries are prevented if possible. All accidents/incidents, including near misses, which occur to a Leader, Employee or visitor, must be recorded as soon as possible on an “Accident/ Incident Form”

**Medication Incidents** should be recorded on the separate Medication Incident Report (MIR) risk management occurrence form.

**Loss and Theft Incidents** should be reported to your Line Manager immediately.

It is the responsibility of all Employees to report dangerous conditions,  
faulty equipment, etc.  
Don't assume someone else will do it

### **Hepatitis B Vaccination**

A vaccination programme providing protection against the Hepatitis B virus is offered to all Employees. Employees who carry out exposure-prone procedures must have their immune status evaluated and updated on a regular basis.

### **Employee Assistance Programme:**

Cork Centre for Independent Living recognises the pressures all staff and their families experience and that internal resources are sometimes not appropriate for personal concerns. We also know that it is in everyone's best interest to ensure that personal and work-related problems are solved as early as possible. To support staff Cork CIL offers employees and their family's access to the VHI **Employee Assistance Programme** (VHI-EAP). Through the VHI EAP service, counselling and specialist information services will be available to you and also your family. You will be able to talk to a counsellor on the phone 24 hours a day, 365 days a year. You can also see a counsellor locally for face to face counselling, as long as this is clinically appropriate.

The service is completely confidential and nobody will ever know that you have used it unless you choose to tell them. The service is provided by trained and experienced staff that are professionally qualified and bound by the codes of conduct of the professional bodies to which they belong.

A wide range of issues are dealt with, including:

- Stress at work.
- Difficult relationships in work.
- Traumatic events (e.g. assault, suicide).
- Addictions (alcohol, drugs).
- Personal issues outside of work (e.g. bereavement, relationships).

The EAP is paid for by Cork CIL. It does not cost staff using the service anything. It is confidential and we encourage you to use the service.

## **Work /Life Balance**

Cork CIL recognises the importance of a healthy work/life balance for its Employees. Whilst Cork CIL must ensure that services to Leaders are maintained and the support of one employee does not negatively affect a colleague we will be as flexible as possible in planning work rosters that suit the needs of staff as well as service users.

**Leave Policies** aim to facilitate equality of opportunity for employees in the workplace and include statutory entitlements and non-statutory arrangements.

**Statutory entitlements** include annual leave, maternity, adoptive, force majeure, parental and carer's leave.

**Non-statutory arrangements** may be granted at the discretion of the Manager, such as paternity leave, compassionate leave, career break, short-term leave of absence (unpaid leave), exam or study leave.

Leave Policies are available from main office or on Cork CIL website. Your entitlement is stated in your contract of employment

**Flexi-time:** Flexi-time may be available to staff, however due to the nature of the work flexi-time is not be permissible in certain roles including that of the PA.

Flexi-time involves defining “core” hours when all Employees must be in work. The flexible period during which staff may start/finish work at any time of their own choosing is outside of those “core” hours. If requested this will be considered by the CIL Manager and if recommended will require approval by the Board of Management.

**Flexible Working Arrangements (Reduced Working Time):** Flexible Working in Cork CIL provides for the implementation of permanent part-time working arrangements. Cork CIL ensures

that part-time Employees are entitled to all the same benefits as their full-time counterparts on a pro-rata basis.

Employees should in the first instance discuss any proposed changes in working hours with their Line Manager. Flexible working hours are conditional on there being no adverse effect on the Cork CIL service and its commitment to meeting its operational requirements.

**TOIL (Time Off in Lieu):** Time Off in Lieu is an employer mechanism for returning additional hours worked to that Employee at a later date. Agreement to TOIL must be sought in advance from your Line Manager if agreed TOIL must be accurately recorded. Please see your Contract of Employment for further detail.

**TIH (Time in Hand):** On occasion staff may not be able to work the full 'contracted hours'. In this case staff will have 'time in hand' and these can be used to offset TOIL. Agreement to accrue TIH must be sought in advance from your Line Manager. If agreed TIH must be accurately recorded

# Section 7: Staff Development

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## Staff Development

### Personal Development Planning

“A Personal Development Plan sets out the actions people propose to take to learn and to develop themselves. They take responsibility for formulating and implementing the plan ...”

PDP is a continuous developmental process that allows Employees, through communication with their Line Manager, to identify their development needs, review and evaluate their current position and to set objectives and put in place a development plan.

The Personal Development Plan can be used for job related development, career development, personal development or for all three (holistic development).

There are four main stages in the PDP process:

- ✚ Stage 1: PDP Preparation.
- ✚ Stage 2: Personal Evaluation, then feedback.
- ✚ Stage 3: Setting out and agreeing a development plan.
- ✚ Stage 4: Reviewing and Modifying.

PDP helps Employees receive recognition for their work and provides them with as much information as possible about what they do and what is required in order to do better.

The PDP can be completed online at [www.hseland.ie](http://www.hseland.ie) which provides a clear framework of competencies that allows people to identify the following:

1. Where have I been?
2. Where am I now?
3. Where would I like to be?
4. How do I get there?

### **External and Academic Courses:**

Cork CIL encourages its Employees to undertake external and academic courses that are of assistance to their work performance and are related to their career development. In certain cases we may be able to provide financial and study-leave assistance for these courses subject to their relevance to Cork CIL goals and the organisation's financial position.

The applicant must have completed a PDP and other relevant criteria prior to applying. For further information on how to apply for funding and study leave and for application forms, please contact the Cork CIL Manager or CE Supervisor as appropriate

### **Online Learning:**

Employees are encouraged to supplement their attendance at training courses with a number of online learning programmes. The internet offers access to a range of no cost on line learning opportunities. e.g. [www.hseland.ie](http://www.hseland.ie), [www.alison.com](http://www.alison.com).

There is also access to self-directed learning opportunities such as ECDL, please contact the Main Office for details

# Section 9: Employment Policies

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Cork CIL policies and procedures are developed in the interests of service users, management and staff. Policies are reviewed and developed on an on-going basis. Your appointment is subject to your acceptance of and continued compliance with Cork CIL policies and procedures. Full and up-to-date versions of the policies are available in the Administration Office and will soon be accessible on the Internet.

## Equal Opportunity & Diversity

Legislation governing Equality/Diversity

- Employment Equality Act 1998 and 2004.
- Equal Status Act 2000 – 2004.
- Disability Act 2005.

Cork CIL is an Equal Opportunities Employer. Recruitment criteria are based on each individual's abilities and competencies. Discrimination, either direct or indirect, which impedes achievement of full equality of opportunity between all staff, will not be tolerated, in accordance with the Employment Equality Acts 1998 and 2004.

Cork CIL will endeavour to recruit, select and promote Employees on the basis of their abilities, experience, and qualifications according to the specifications/requirements of the job.

Employees who may develop a disability will be supported, as far as is reasonably possible, either to maintain their present position or to take up a new role appropriate to their experience and abilities within Cork CIL.

All Employees with disabilities will have the same opportunities as other Employees to develop their full potential within Cork CIL.

All persons regardless of marital status, family status, race, religion, age, disability, sexual orientation, gender and membership of the Traveller community will be provided with equality of access to employment and encouraged and assisted to achieve their full potential.

An equal opportunities approach applies to all areas including: • Recruitment and selection

- Training and work experience
- Promotion and re-grading
- Conditions of employment.

## **Dignity at Work**

The Dignity at Work policy for the Health Service has been prepared by the HSE - Employers Agency and Trade Unions to ensure that all Employees are treated with dignity and respect in the workplace and that Employees realise their duty of care to treat others with dignity and respect. Cork CIL has adopted this HSE Policy

Dignity at Work protects Employees from bullying, sexual harassment and harassment from either a work colleague or a person with whom an Employee comes into contact during their work. All Employees must comply with the Dignity at Work policy.

If you feel that you are being bullied/harassed you may approach the person concerned or have a Line Manager approach them on your behalf. You may also wish to speak to VHI EAP Services

## **Trust In Care**

Cork CIL has a duty of care to ensure that all Service Users are protected from any form of behaviour, which violates their dignity. Cork CIL also has a duty to ensure that its Employees are provided with the necessary support, training, and supervision and in the case of spurious allegations, protection to enable them to deliver a high quality of service. The Trust in Care policy developed by HSE and adopted by Cork CIL sets procedures in place to ensure that these objectives are met.

The aim of the Trust in Care policy is to ensure prevention through an increased awareness and vigilance from all staff, a thorough recruitment and selection procedure, on-going training and abidance with Cork CIL code of conduct.

## **Managing Attendance**

Cork CIL aims to provide excellent care to its Service Users. It is therefore important to have full attendance across the Services and we support Managers and Employees in achieving this goal.

Cork CIL has put in place clear and precise sick leave procedures

The role of the Employee is to render regular and efficient service and to advise their Line Manager of any matter, which may affect their attendance at work.

When eligible, Employees may avail of the Cork CIL sick pay scheme. However sick pay is conditional on Employees complying with the provisions of the sick leave scheme and cooperating with any measures to facilitate their return to work.

## Leave Policies

Statutory leave is granted in accordance with current legislation, and may be changed due to legislative amendments or the introduction of new legislation.

Discretionary leave is a benefit applicable to Employees of Cork CIL. The decision on whether or not to grant discretionary leave lies with Cork CIL Management.

All leave applications are subject to the service needs of Cork CIL and approval by the appropriate Line Manager. They should be made should be made in writing on the approved application form(s).

Rostered and part-time Employees may consult their Line Manager to determine their entitlements, which are calculated on a fair and pro-rata basis.

## Statutory Leave

### Annual Leave:

All Employees have a statutory annual leave entitlement to provide an opportunity for rest and relaxation. Your contract of employment will outline your entitlement to annual leave. This entitlement is calculated on the basis of your staff grade and the hours you are contracted to work.

### Public Holidays:

There are nine public holidays provided for in the Organisation of Working Time Act Regulations 1997 as follows:

- New Year's Day.
- St. Patrick's Day.
- Easter Monday.
- The first Monday in May.
- The first Monday in June.
- The first Monday in August.
- The last Monday in October.
- Christmas Day.
- St. Stephen's Day.

Further details of how these are managed are in the [Cork CIL Leave Policies](#)

### Maternity Leave:

Cork CIL recognises the entitlement of all female Employees to maternity leave from work immediately before and after the birth of their child. This entitlement extends to all female Employees, regardless of how long you have been working for the organisation or the number of hours worked per week. Entitlement pay from Cork CIL during maternity leave depends on the terms of your contract of employment. You can also avail of additional unpaid maternity leave.

- Ante and Post Natal Medical Care: Employees are entitled to paid time off necessary for antenatal or postnatal medical visits.
- Breastfeeding: Breastfeeding mothers have an entitlement to either an adjustment of working hours to allow them to breastfeed their child, or where breastfeeding facilities are provided to breastfeeding breaks.

### **Adoptive Leave:**

Adoptive leave is paid leave granted to Employees who legally adopt a child. It is taken around the time of the adoption. Additional unpaid adoptive leave may be granted on application. Adoptive leave is generally taken by adopting mothers or in certain circumstances adopting fathers.

### **Parental Leave:**

Employees may avail of unpaid parental leave to take care of their children. Differing terms may apply, depending on the age and circumstances of the child. Parental leave may be taken as a block or broken into weeks, days or hours. The final decision regarding the manner in which the leave is taken is at the discretion of Cork CIL.

### **Carer's Leave:**

Employees have a statutory entitlement to take an amount of temporary unpaid leave from their employment to enable them to personally provide full-time care and attention to a person who is in need of such care.

### **Jury Service Leave:**

Special leave with pay may be granted to Employees who are called to serve on a jury.

### **Force Majeure Leave:**

Employees may take immediate time off work in the event of an unforeseen injury or illness of a close family member where the presence of the Employee is indispensable. The maximum amount of Force Majeure leave that may be taken in a given period is determined by legislation.

## **Discretionary Leave**

Cork CIL offers discretionary leave in order to support Employees in times of difficulty, assist Employee development and positively promote work/life balance.

The aim is to facilitate Employees where possible, without undermining our ability to maintain our service. Due to the needs of the Service it will not always be possible to grant discretionary leave. All requests are treated on an individual basis.

## Sick Leave:

The Cork CIL Sick Policy is designed as a benefit for employees genuinely absent from work due to illness and/or injury.

There will be a reasonable expectation that the employee will be able to return to the work for which she/he was employed. Where it is reasonably established that an employee is unable to return to work for which she/he was employed, Cork CIL reserves the right to terminate the employee's contract of employment with one month's notice (or their legal notice if greater).

Cork CIL reserves the right to discontinue/suspend sick pay benefits if it is not satisfied that the employee is genuinely sick and/or injured e.g. if an employee on certified sickness absence is fit to travel for a holiday then it will be deemed that they are fit enough to return to work

Cork CIL reserves the right to discontinue/suspend sick pay benefits where an employee does not observe or comply with the procedures and requirements set out in the Sickness Absence Policy.

## Sickness Absence Reporting

If staff are unable to report to work because of illness and/or injury, they must notify their direct Line Manager or appointed designate by telephoning them **as soon as possible but at least 2 hours prior to the start of your shift** outlining the reason for absence and the likely time you will be out of work. You must endeavour to speak directly with your Line Manager or appointed designate. Out of office hours leave a voice message and contact number that your line manager can all you back on.

**Text messages and emails are not an acceptable manner of communicating an absence.**

A Medical Certificate must be furnished after **two days** of continuous absence.

If sickness absence is either side of rostered leave days a medical certificate must be furnished (e.g. if you are due to be off on Wednesday and Thursday and you are unfit for work on Tuesday and/ or Friday a medical certificate will be required to cover the period of absence from work )

Medical Certificates are to be sent by post or given directly to your Line Manager or appointed designate within one week of the date of issue of the certificate.

A Medical Certificates must be submitted at weekly intervals (i.e. one every week) for as long as the absence continues (regardless of whether an employee is in receipt of Sick Pay from the Organisation or not). For long term sick absences, on a case by case basis, alternative submission intervals may be agreed with your direct Line Manager.

The eligibility to receive payment while on sick leave is driven by an employee's start date and length of service. There is no eligibility for Cork CIL sick pay for the first 52 weeks (12months) of continuous employment unless otherwise stated in your contract of employment

The terms of sick pay scheme, which is offered to employees of Cork CIL have completed their 12 months continuous service period successfully, are as follows:

- Basic pay (less the appropriate deductions for social welfare) for the first 12 weeks of sickness in any 12 month rolling period (or as per your employment contract).
- There is no pay after 12 weeks of sickness in the same rolling 12 month period.

An employee is not permitted to take sick leave on behalf of others such as children, spouses or other persons in their care.

When all sick pay allowance has been exhausted, Cork CIL will pay no further salary until the employee has returned to active work.

Part-time employees accrue sick leave benefits based on the equivalent full-time hours.

The limitations of the Cork CIL Sick Policy are detailed in the full policy which is available from the Head Office or on the web site

### **Recording Sickness Absence**

PA's must record Sickness Absence on their time sheets.

### **Social Welfare Illness Benefit Claim**

All staff must a make claim for Social Welfare Illness Benefit.

You should apply for Illness Benefit within 7 days of becoming ill. A delay of more than 7 days may cause you to lose some of your payment. If there is a good reason for a delay in applying, your payment may be backdated.

You must get an application form for Illness Benefit from your family doctor (GP) or hospital doctor. You can only get this form from a doctor because a doctor must fill in part of the form. It is not available online or from Cork CIL.

You must send in a medical certificate (known as MC 2) to Department of Social Protection each week for as long as you are ill, **DO NOT SEND THIS TO THE CORK CIL OFFICE** unless you are told otherwise and you must get a final medical certificate from your doctor before you go back to work.

If you have any difficulties completing the forms, contact the staff in your local social welfare office. Any questions you have about Illness Benefit should be made directly to your Social Welfare Local Office or to Illness Benefit enquiries telephone line: (01) 704 3300.

The benefit awarded should be retained by the employee. Cork CIL will make the deductions at source on receipt of notification that the claim has been processed by the Departments of Social Welfare. These will be back dated. If a claim has not been made the deductions will be made after 2 weeks and back dated.

## **Return to Work**

As soon as you are fit to return to work please notify your manager. Your manager will request to meet you on your return to work to discuss what supports if any you may need

## **Paternity Leave:**

All fathers employed by the Cork CIL are entitled to three days of special leave with pay around the time of the birth or adoption of a child.

## **Compassionate Leave:**

At times of bereavement an Employee may need to take time off from work. Compassionate leave may be granted in respect of a spouse or an immediate relative. While there is no automatic entitlement to staff for compassionate leave Cork CIL will endeavour to accommodate such leave where possible.

## **Study Leave/ Exam Leave:**

Employees pursuing approved courses may be granted study leave for each academic year of the course.

Employees sitting exams directly related to courses approved by Cork CIL may be granted examination leave.

# **Grievance & Disciplinary Procedure**

## **The Grievance Procedure:**

Cork CIL is committed to promoting and maintaining positive Employee relations and fostering the commitment and morale of staff. The purpose of the Grievance Procedure is to enable Employees to raise any complaints concerning work-related matters, so that the issue may be addressed promptly and as close as possible to the point of origin without disruption to the Service Users experience of the service

A grievance can be defined as a complaint, which an Employee has concerning his or her terms and conditions of employment, working environment or working relationships. This procedure covers individual and collective grievances.

Most routine grievances are capable of being resolved on an informal basis without recourse to the formal grievance procedure. The Employee may in the first instance raise the grievance informally with his or her immediate supervisor/manager or if the grievance relates to their Line Manager they may discuss the matter with the Cork CIL Manager

If the matter cannot be resolved through informal discussions, the Employee may raise a formal complaint under the Grievance Procedure.

### **The Disciplinary Procedure:**

The delivery of a high-quality service requires all Employees to adhere to high standards of work performance, conduct and attendance. Where the performance and/or behaviour of an Employee have fallen below the required standards the Disciplinary Procedure is the agreed formal process used to give the Employee the opportunity to bring the performance or behaviour back to the required standard.

Line Managers are responsible for making Employees aware of the standards of attendance, work and conduct expected from them and for dealing with shortcomings promptly and fairly. In general, the Employee's immediate Line Manager will deal with deficiencies on an informal basis in the first instance through informal counselling and offering appropriate training and support.

If, following informal counselling, the Employee's performance/behaviour continues to fall below the required standards then the disciplinary procedure should be invoked. The purpose of the disciplinary procedure is to help the Employee to achieve the necessary improvements and prevent any recurrence. The agreed stages of the procedure are:

- Verbal warning.
- Written warning.
- Final written warning.
- Dismissal with a formal hearing preceding each stage. The process may be shorter in serious cases.

The full policy is available from main office or Cork CIL website

# Section 10: Pay & Benefits

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## Salary Details:

Details relating to your salary are outlined in your Contract of Employment.

To ensure that you receive your first salary payment in a timely and efficient manner after you commence employment you must complete the “Employee Details Form” provided by Cork CIL

Rates of Pay: CIL Pay are aligned to the Department of Health & Children Consolidated Salary Scales or FÁS Community Employment Scheme Scales as appropriate. These rates are determined through negotiations between Employee organisations and management representatives. These pay rates are referred to as Consolidated Pay Scales. You can access the Department of Health and Children Consolidated Pay Scales on the internet at [www.hseea.ie](http://www.hseea.ie)

## Time Sheets

Cork CIL requires some staff including all Personal Assistants to complete and return as prescribed Timesheets. Your pay, premia and annual leave entitlement are based on these returns.

- You must make accurate and timely returns.
- You must never claim for hours not worked by you.
- You must never enter into any arrangement in which you directly pay another PA for hours rostered to you

## Record keeping

The Organisation of Working Time (Records) (Prescribed Form and Exemptions) Regulations 2001 requires all employers to keep detailed records of start and finishing times, hours worked each day and each week and leave granted to employees. This legislation is part of the Organisation of Working Time Act 1997.

Employers are obliged to keep records of holidays and public holidays for a period of 3 years. These records must be available for inspection by Labour Inspectors of the Department of Enterprise, Trade and Employment. Records should also be maintained to show as evidence in the event of a Rights Commissioner or Labour Court investigation of an employee’s complaint.

## Penalties

A person found guilty of offences relating to failure to keep records, double employment, obstruction of inspectors or non-compliance with regulations outworkers may face fines of up to €1904.61 and an extra €634.87 a day for a continuing offence.

## Failure to make required timesheet returns

Some staff including all Personal Assistants are required to complete weekly Timesheets and submit these prior to payment of salary.

Failure to make accurate returns **may** result in disciplinary action being taken. [Guidelines on the Completion of Timesheets](#) is available from the Office or on website. A sample time sheet is included in the appendices

## Pay Frequency:

Employees are paid directly by electronic transfer into their nominated bank account by Cork CIL. Your contract of employment will state the frequency by which you will be paid.

The December payroll is paid pre-Christmas and the date is notified in November each year.

## Weekly Pay Basis:

The working week ends on a Sunday. Time sheets must be received no later than Tuesday at 1700 hours. Wages should be in your account by Friday.

## Understanding your Payslip:

Each time that you are paid you will receive a detailed payslip setting out the various deductions and payments. Please contact the Finance Officer or CE Supervisor as appropriate if you have any questions regarding your payslip.

## Increments:

The remuneration rates for Employees in Cork CIL are either aligned to the Department of Health & Children Consolidated Salary Scales or FÁS Community Employment Scheme Scales. Some salaries are on an incremental salary scale.

An increment is an increase in pay for which provision is made in the salary scale. As a general rule one increment is awarded annually up to the maximum of the pay scale subject to satisfactory performance in the preceding year. If your salary is at the maximum of the prevailing Department of Health & Children Consolidated Salary or FÁS scale to which you are aligned then no increments can be applied

A new Employee's incremental date will usually be on the anniversary of the date they commenced employment with Cork CIL. Details regarding any incremental progression are detailed on your Contract of Employment.

Incremental credit may be given on appointment to certain types of relevant previous service in medical, administrative, paramedical, nursing and non-nursing grades. Applications must be supported by appropriate documentation from previous employers setting out the range and length of experience.

Increments will only be paid by Cork CIL if fully funded by the HSE or FAS as appropriate

## **Deductions from Salary**

Statutory Deductions:

### **Income tax:**

All employers are obliged to deduct income tax from salaries and wages paid to each Employee. New Employees should contact their Tax Office to obtain a Certificate of Tax Credits. In the absence of a Certificate of Tax Credit, tax will be deducted at the emergency rate. If you have been previously employed, your last employer should have given you a P45 Form.

This Form should be forwarded to the Administration Department with your completed "Employee Details Form" on your date of commencement. Employees are advised to notify the Tax Office of any change in their personal or financial circumstances, which might affect their tax credits, for example a change in grade etc.

### **Social Welfare:**

Pay Related Social Insurance (PRSI) and / or Universal Social Charge (USC) is deducted from the salaries and wages of all Employees at the relevant rates.

If you require any further details contact the Department of Social and Family Affairs at [www.welfare.ie](http://www.welfare.ie). Please refer to your payslip for details of your PRSI class and PPS number.

### **Voluntary Deductions:**

Trade Union and Professional Association Membership can be on request deducted at source

## **Payslips**

Employees are asked to note that payslips are an official document and must be retained.

### **Hours of Work:**

Normal working hours exclusive of meal breaks are stated in your contract of employment or by your Line Manger when commencing a service with a Leader.

### **Additional Hours (Overtime):**

Because of the nature of the service provided Employees may be required to work over the agreed hours. In all cases the appropriate Line Manager must approve any overtime in advance.

### **Overpayments:**

Although every effort is made to avoid such an occurrence, it is possible that at some time Employees may be overpaid. Cork CIL will seek to recover any overpayments by writing to you setting out the details of the overpayment. You will be consulted on how the overpayment will be recouped and you may involve your Trade Union Representative.

### **Underpayment:**

Although every effort is made to avoid such an occurrence, it is possible that at some time Employees may be underpaid. In this event please contact Finance Officer directly. We will respond you query as soon as possible and correct the underpayment. If underpayment is due to a late time sheet this will be processed the following week.

### **PPS Number:**

A PPS number is a unique reference number that helps you gain access to social welfare benefits and information from public service agencies in the Republic of Ireland such as the Department of Finance, Revenue Commissioners and the HSE.

You will automatically hold a PPS number if you were born in Ireland on or after 1971 or started working in Ireland after 1979. To apply for a PPS number you will firstly need to be resident in Ireland. You should contact the local Social Welfare Office within the area in which you live ([www.welfare.ie](http://www.welfare.ie)).

### **Mileage & Allowable Expenses Policy:**

Employees, who are required to travel on official CIL business, will be paid the mileage rates as described in the Cork Mileage & Allowable Expenses Policy. This is available from the Head Office. All claims for mileage or allowable expenses must be made monthly. All allowable expenses agreed in advance by your line manager and must be receipted. All claims must be made on the official Mileage & Allowable Expenses claims form. Available from the office or Cork CIL website.

# Section 11: Employee Records

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All data (including electronic) held by Cork CIL in relation to its Employees is held in accordance with the provisions of the Data Protection Acts, 1998 to 2003. Should any of your personal details change during your employment with us, please advise the Administration Office in writing so that your records can be updated accordingly.

This might include:

- *Current Address.*
- *Current Telephone Number.*
- *Marital Status.*
- *Next of Kin.*
  
- *Change of Name.*
- *Special Needs / Facilities.*

## Contacts

Main Office		021 4391570	
Manager	Pat Beirne	086 7929684	<a href="mailto:pat.beirne@corkcil.ie">pat.beirne@corkcil.ie</a>
CE Supervisor	Nicola Meacle	021 4391570	<a href="mailto:nicola.meacle@corkcil.ie">nicola.meacle@corkcil.ie</a>
ALS Coordinator	Vicky Chan	0863856856	<a href="mailto:vicky.chan@corkcil.ie">vicky.chan@corkcil.ie</a>
ALS Coordinator	Sharon Lyne	0868269842	<a href="mailto:sharon.lyne@corkcil.ie">sharon.lyne@corkcil.ie</a>
RHN ALS Coordinator	Patrick O'Connell	086 6073853	
Finance Officer	Noreen Smiddy	021 4391570	<a href="mailto:noreen.smiddy@corkcil.ie">noreen.smiddy@corkcil.ie</a>
Administration Officer	Sinead Toibin	0866073851	<a href="mailto:sinead.tobin@corkcil.ie">sinead.tobin@corkcil.ie</a>

# Section 12: Leaving Cork CIL

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## **Notice requirements:**

All Employees are expected to give the minimum notice stipulated in their Contract of Employment of their intention to resign from Cork CIL. Notice requirements are as stated in your contract of employment.

## **How do I resign?**

A resignation is a voluntary termination of employment by the Employee. Employees can resign by giving notice in writing to the Cork CIL Manager or /Line Manager by completing the “Staff Termination Form”, which available from the Administration Department.

## **Exit Interview & Questionnaire:**

Employees will be asked to complete an Exit Questionnaire when resigning to provide feedback on their career at CIL and to attend an Exit Interview.

We recognise the importance of understanding why Employees leave the organisation and the purpose of the Exit Questionnaire is to obtain feedback on working conditions and experiences within Cork CIL.

All information is confidential. We will use the information gathered to assess general employment trends and to make improvements in the workplace where possible.

## **Returning CIL Property on Resignation:**

When resigning from, Employees are required to return all CIL property, e.g. ID Badges, Mobile, Keys, Phones etc.

## **Intellectual Property:**

Employees are advised that any intellectual property or system / invention developed by an Employee as part of your employment remains the property of Cork CIL. All documents (including copies), memoranda and other pertinent materials must be returned to Cork CIL upon termination of employment.

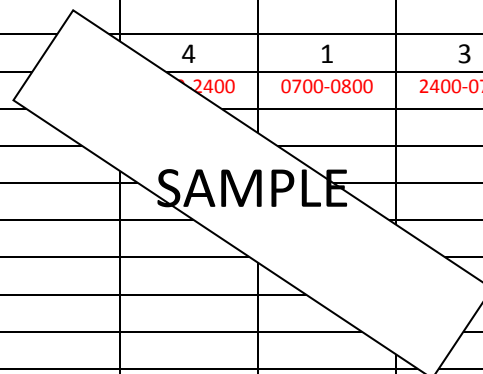
# Appendices

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**CORK CENTRE FOR INDEPENDENT LIVING**

**TIMESHEET : Assisted Living Service**

<b>PPS:</b>	<b>NAME Sarah Jane</b>				<i>Time sheets are to be submitted by close of business on a Tuesday at the latest</i>							
<b>121212</b>	<b>ADDRESS 3 Grid Lane Cork</b>				<b>PA ASSISTED LIVING SERVICE</b>							
Day	Date	Leaders Name in Full	Start	Finish	Basic	Anti-social	Saturday	Sunday /Public Holiday	Sleep Over	Waking Night	Total	Comment
Monday	7/11/11	Jack Daniels	0800	1000	2						2	
Monday	7/11/11	Amy Power	1200	1600	4						4	
Tuesday	8/11/11	Sam Smith	1800	2200		4					4	
Weds	9/11/11	Jack Daniels	2000	0800		4				8	12	
						2000-2400				2400-0800	0	
Friday	11/11/11	TRAINING	0930	1400	4 ½						4 ½	
Saturday	12/11/11	Jack Daniels	2000	0800			4	1	3		8	Up x1
							2400	0700-0800	2400-0700		34.5	



Leader Signature(s)	Jack Daniels/ Amy Power / Sam Smith / Jack Daniels	Date 13/11/2011
ALS Co-ordinator Signature	Vicky / Sharon/ Patrick	Date
Staff Signature	<i>Sarah Jane</i>	Date 13/11/2011

Please ensure this is signed by you and signed off your ALS Co-ordinator

**MILEAGE & ALLOWABLE EXPENSES CLAIM FORM**

**SAMPLE**

<i>This section is for office use only</i>		NAME:		Vehicle:	
Mileage:		ADDRESS:		Model:	
Expenses:		Telephone:		Engine size:	
<b>DETAILS OF JOURNEY</b>					
DATE	From	To	DISTANCE (Kilometres)	OTHER (Attach Receipt)	€
		<b>TOTAL MILES</b>		<b>TOTAL €</b>	
I confirm that this is an accurate claim. I am the owner of the vehicle and have appropriate insurance road tax and where applicable valid NCT  <b>SIGNED:</b>  _____  <b>Date</b>  _____			_____  <b>AUTHORISED</b>  _____  <b>Date</b>  _____		

