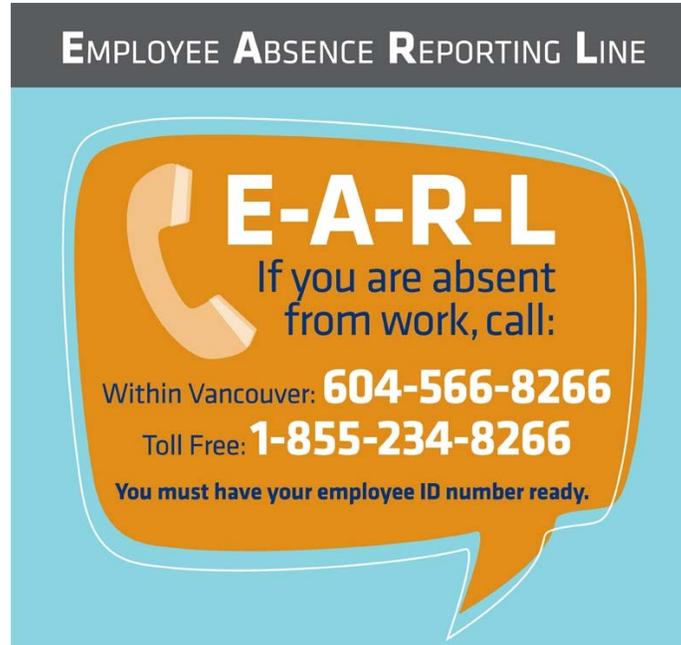


Employee Guide to EARL



What is the EARL?

EARL is an automated phone service for reporting health-related, full-shift absence from work. This includes absence for:

- Illness
- Workplace injury/incident
- Unplanned & planned health-related absence
- Pre-planned absences such as a medical procedure or surgery.

Using EARL, you need only make one phone call to report your absence. After the information is logged, the call is connected with the person selected by your department (Manager, Supervisor, PCC, Charge Nurse or other designate) to ensure notification of the absence occurs. The system is available 24/7 so calls can be made any time, day or night.

Who needs to use the system?

All employees of Providence Health Care including front line staff, managers, directors and executives.

Why do we need EARL?

When any illness or injury results in an absence, it is important to provide the affected staff member with the information and support they need to access services that may be required to assist them, including health or medical services, to recover and return to work as safely and as early as possible. Occupational Health actively monitors EARL data and receives automatic alerts when any employee misses 5 consecutive shifts to offer support and services to assist with a safe and timely return to work.



How does EARL work?

1. You call **604-566-8266** or toll free **1-855-234-8266** to report unplanned absence
2. You enter your employee number to identify yourself
3. EARL asks a few questions then transfers your call to your Manager/OL
4. The Manager/OL speaks with you
5. The Manager/OL phones staffing or makes arrangements for staff replacement using internal department process
6. Email notification of your absence details is sent to direct supervisors and/or timekeeping

Is there any training required?

Information sessions are available for any department upon request. Email occhealth@providencehealth.bc.ca for more information.

Do I need to use EARL if I'm leaving early due to illness?

No, a call is not required if you are leaving early. If you expect to be off the next day or more, you need to call EARL.

What if I'm scheduled for a medical appointment or surgery?

In the event that a medical absence is pre-planned, you are expected to discuss this with your manager/supervisor as soon as possible and then call EARL within 24 hours of the commencement of such an absence.

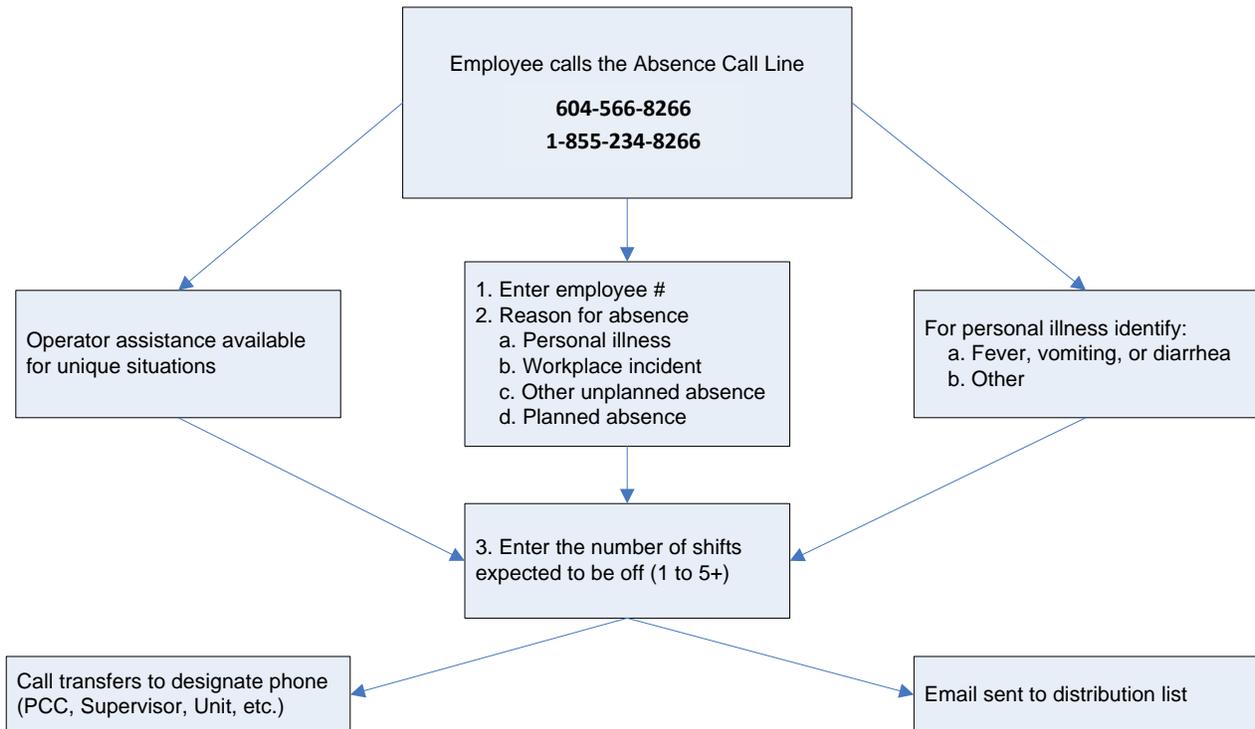
If the medical appointment means that you will only miss part of a shift (have to leave early or come in late) this should be arranged with your manager/supervisor as soon as possible but does not require a call to EARL. Only full shift absences need to be reported.

What happens if I do not use EARL?

A variety of scenarios may occur:

- Delay in receiving supports from Occupational Health
- Your absences will not be logged in the system properly and may affect how you are paid
- Workplace incidents may not be identified
- Gastro-intestinal outbreaks may not be identified

How EARL Works:



1. **Voice intro:** Please enter your Employee ID, followed by the # key.
Voice intro: If your name is <John Doe>, press 1. To enter a different employee ID, press 2.
Voice intro: If you are scheduled to work at <PHC, Emergency> in the position of <Registered Nurse>, press 1. Otherwise, press 2.
2. **Voice intro:** Please indicate the reason for your absence from work: For personal illness, press 1. For injury at work, press 2. For other unplanned absence, press 3.
3. **Voice intro:** Please enter the number of shifts you expect to be off using your touch-tone phone. For 1 shift, press 1. For 2, press 2. For 3, press 3. For 4, press 4. For 5 or more, press 5.

What if the department and/or site EARL has on file is not correct?

Ask your manager to complete and submit an EARL Change Request form or to submit your query to occhealth@providencehealth.bc.ca.

Casuals: If you are scheduled to work in a different department from your home department, please ensure you make the correct selection at the appropriate voice intro.



What if the call does not transfer to the department and seems to disconnect?

As the call is transferring, it can take 3-4 seconds where you hear dead air; do not hang up, your call is being transferred in the background.

What if the call is not answered or the line is busy when EARL transfers to the department number?

Ideally, you would be able to leave a voicemail message to verbally identify that you will be absent. If you are unable to leave a voicemail message, phone back directly to your unit or department. You need to verbally speak or leave a message with your absence details.

Where can I get more assistance?

Information about EARL is available on [PHC Connect](#).

For additional assistance, please email occhealth@providencehealth.bc.ca.