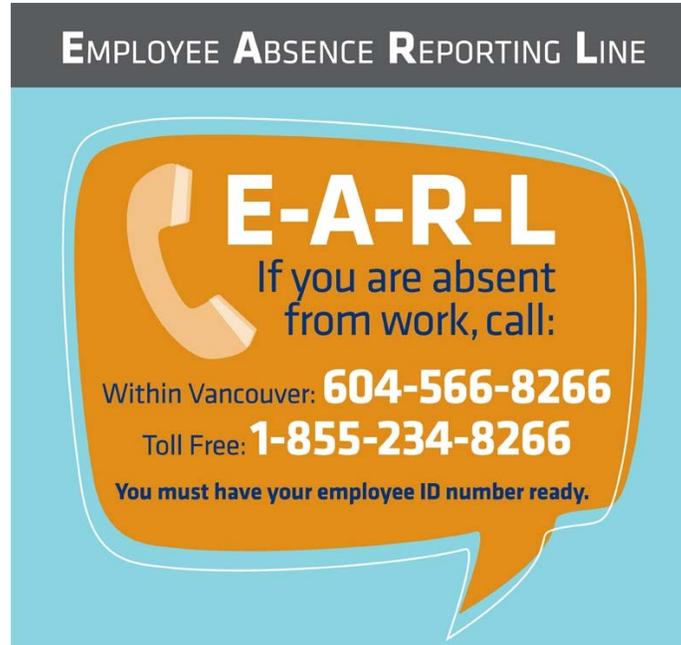


Manager Guide to EARL



What is the EARL?

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

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

Using EARL, staff need only make one phone call to report an absence. After the information is logged, the call is connected 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 will be expected to use EARL, including frontline 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 do I make changes to my unit's email and phone distribution list?

Please email your requests to EARL@providencehealth.bc.ca

Is there any training required?

Information sessions are available for any department on request.

Do employees need to use EARL if they're leaving a shift early due to illness?

No, a call is not required if an employee leaves early. If they expect to be off the next day or more, they are expected to call EARL.

What if the employee is scheduled for a medical appointment or surgery?

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

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

If an employee is going to be off a long term, do they need to keep calling EARL?

Where the length of the absence becomes longer than originally expected, staff are expected to continue to call EARL up to a maximum of 6 consecutive missed shifts. Once that threshold has been reached, either through consecutive calls or by staff indicating on their first call that the absence will be 5 shifts (for example a planned absence for surgery), they do not need to continue to call. Occupational Health will contact all employees who report missing 5 consecutive shifts to offer support and services to facilitate a safe and timely return to work.

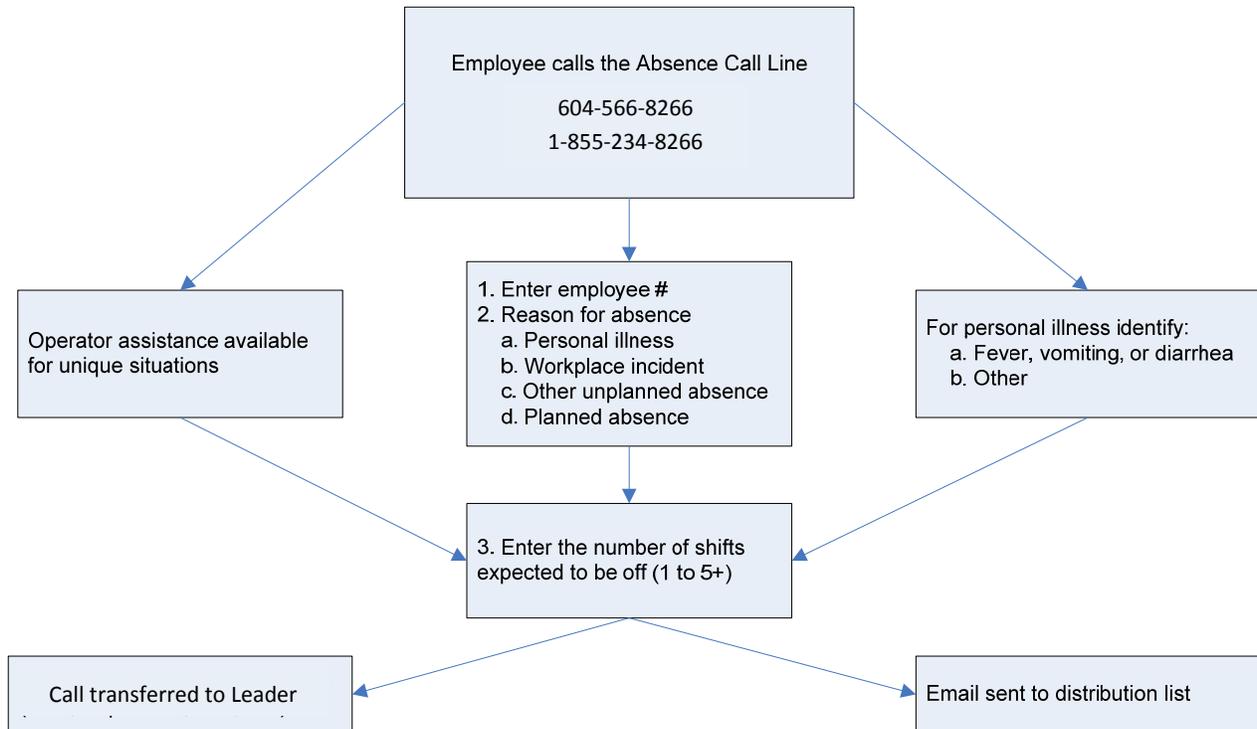
What happens if employees do not use EARL?

A variety of scenarios may occur:

- Delay in the offer of early supports for ill/injured employees.
- Absences will not be logged properly, which might affect how an employee is paid
- Workplace incidents may not be identified
- Gastro-intestinal outbreaks may not be identified

If you hear from an employee who is about to miss a shift, please ask him/her to call the EARL.

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.

For more information:

Visit our page on [PHC Connect](#).

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