

PROCEDURE FOR MYVIEW RECORDING SICKNESS

OVERVIEW

Regardless of the length of the absence any sickness period should be entered into MyView – it is no longer only recorded if over half a day. For example, if an employee leaves work early and claims the time as sick (as opposed to flexi time) this absence should be entered into MyView even if this is an hour. Please refer to the Managing Absence at work Policy (section 11.7)

All routine medical, dental or ophthalmic appointments etc should be entered onto the MyView system by the employee as Paid Leave (with the correct selected reason) and authorised by the manager. The time entered should be in accordance with the Managing Absence Policy (section 11.7):

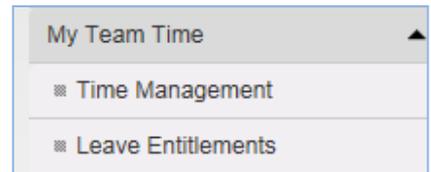
- Routine medical, dental, ophthalmic appointments (including treatment) and complementary therapies (where this is recommended by a G.P or the Occupational Health Service) that is not at a hospital should, where possible, be arranged to take place outside normal working hours (outside core time for employees on Flexitime).
- It is recognised that sometimes the appointments may need to be within working hours and where there are particular difficulties (e.g. employees not on flexitime who are unable to obtain an appointment outside working hours) managers will attempt to accommodate reasonable requests subject to service considerations.
- For those employees on Flexitime, if it is not possible to arrange an appointment outside of core time, **up to 1 hour** may be claimed in the adjustment panel.
- Where the employee is referred for treatment by their GP at a hospital or other such clinic and the treatment lasts for half a day or more, the absence can either be treated as sickness and may qualify for sick pay or taken as flexitime (and not count as sickness absence/qualify for sick pay).
- Adjustment hours under flexi/sick leave cannot be claimed for treatments that are not specifically recommended by a GP

Please refer to the process map at the end of the document for details of the workflow now being used to record sickness using MyView. The general principals of this (where an employee is absent for a day or more) are:

1. Day 1 – Employee rings in sick and the manager records the absence on MyView as an open-ended sickness absence.
2. Either - The employee returns to work within 7 days and completes the My Form; **Self Certification Sick form** which automatically goes to the Manager to authorise.
3. Or – if the employee returns after 7 days a medical certificate must be given directly to the manager
4. In both situations the manager conducts a Return to Work interview with the employee (using the My Team Form **Absence – Return to Work Interview**)
5. The manager updates the absence on MyView

STEP 1 – RECORDING SICKNESS IN MY PEOPLE - MYTEAM TIME

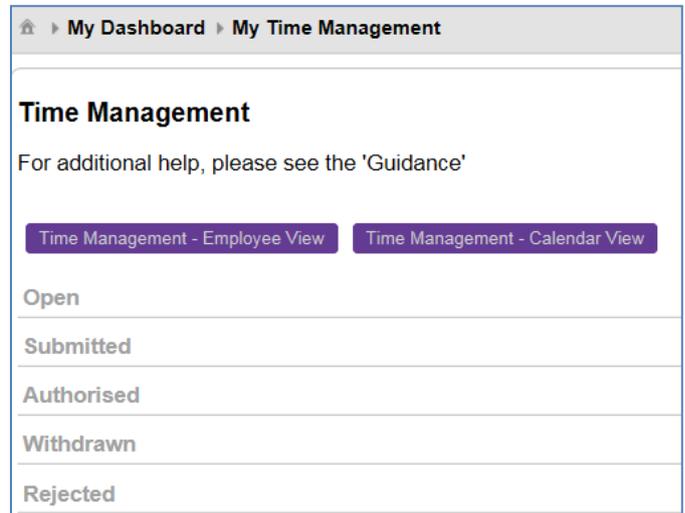
This area enables the manager to record a sickness absence for their team member.



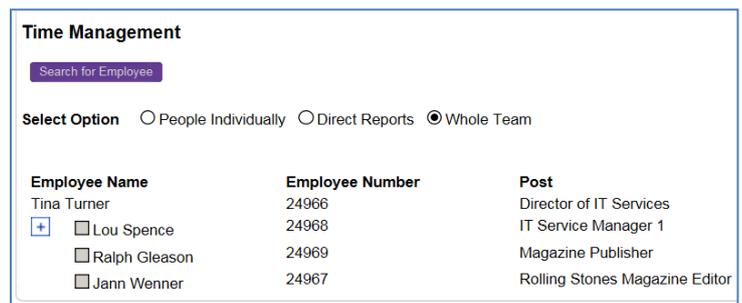
Time Management

The **Time Management** option is the main menu and it displays a list of your claims/requests already made for your team members

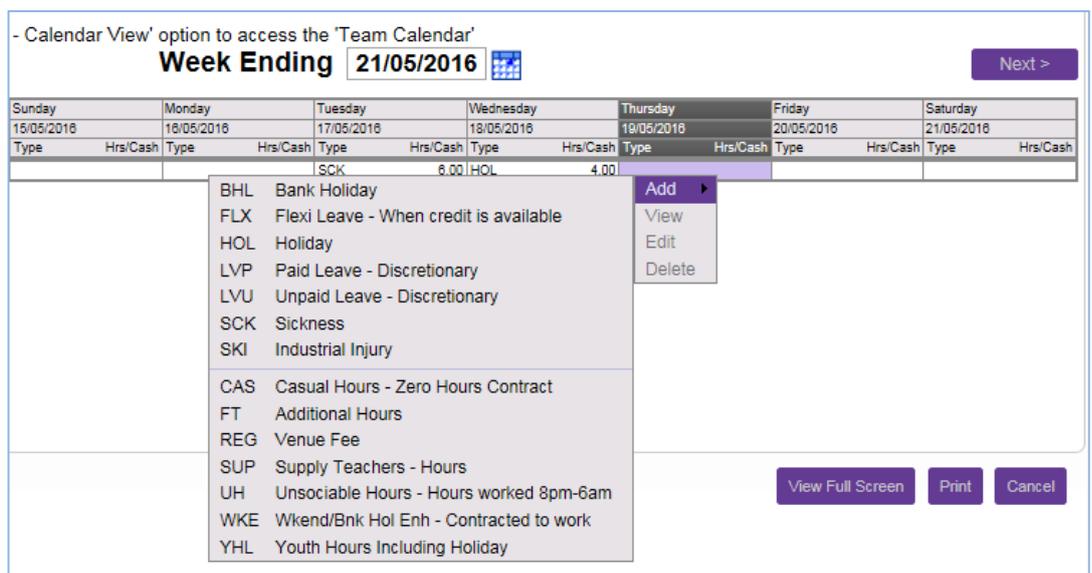
Input for sickness is started in the same screen you would use to request other absence / additional hours so you will need to select the **Time Management – Employee View** button



- To enter sickness select the **individual employee** from your Team list
- Click **Next**



- Select the date to start the sickness from on the calendar grid right click (or double click) and choose **Add -Sickness**



- Add as much to the screen as you know at the time and leave the sickness as **Open Ended**, (some fields are only completed when ending a sickness period).
- **DO NOT ENTER THE END DATE UNTIL THE EMPLOYEE HAS ACTUALLY RETURNED TO WORK even if you are told that the employee will be returning on a certain date.**
- You should not enter multiple records to cover one occurrence of sickness as long as the sickness runs concurrently. You do not need to start and finish sickness records based on medical certificates as long as it runs concurrently.

Before submitting you will need to confirm planned work time. This is to check the hours the employee is expected to work on the days you are entering as sick. If these are not correct (generally for staff who may work rotas) change the work pattern before saving.

NB – It is only possible to change the work plan within the same contracted hours recorded against the employees post. For example, for a 37 hr contracted post you could change the daily hours up and down to reflect what is actually worked (and agreed) but the total must remain at 37hrs

The open ended sickness has now been recorded and will be used by Payroll when calculating pay.

It is recommended that you refer to the relevant policy before completing any Time Management input and/or authorisation. Please use the Time Management guidance for details on how to use this area of MyView

We suggest that you use the 'Time Management - Team View' option to enter your absence/claims for extra hours

You will need to use the 'Time Management - Calendar View' option to access the 'Team Calendar'

Type

Comments

Dates	Full Day	Part Day	Open Ended	Time	Hours off
From * <input type="text" value="19/05/2016"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		
To * <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>		

hours mins hrs decimal
Total Time 0.00

Reason *

Cert Type

Auth Cert Produced Yes No

Certificate Expiry Date

Return To Work Interview Date

Link Date

Industrial Injury

Before a Manager enters an Industrial Injury absence, advice and guidance should be sought from a member of the HR Advisors team to ensure the absence is to be treated as Industrial for purposes of sick pay.

If the absence is to be treated as Industrial, the manager should select **Industrial Injury** when entering the absence. The rest of the procedure is then the same for the Manager.

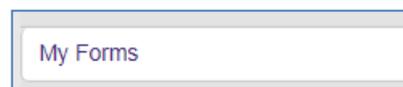
It is important that the Manager is aware that entering an Industrial Injury absence could affect the entitlement for the employee who will then be paid Industrial Sick Pay. The Manager also needs to ensure that they have complied with the Health & Safety Policy for reporting the accident; and that they have also considered the Personal Accident Policy (found in the Managing Attendance policy).

STEP 2 – THE EMPLOYEE RETURNS TO WORK WITHIN 7 DAYS

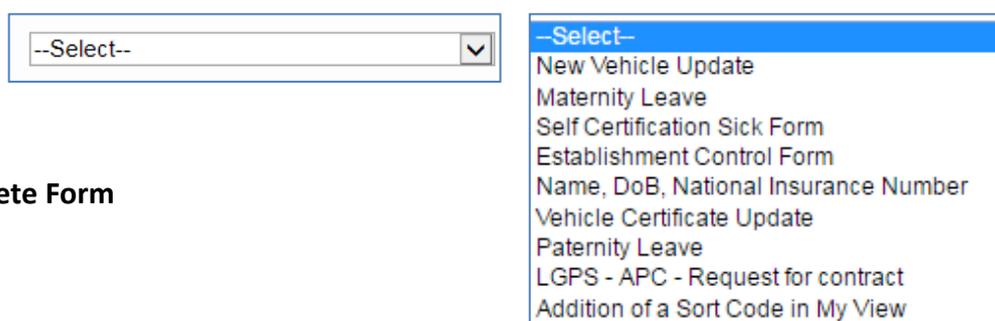
As the employee has returned to work within 7 days they are able to self-certify the absence. To do this the employee should complete the form available on **MyView My Forms** menu

The employee needs to:

- Click **My Forms** from the menu on the left
- In the **My Forms** screen you will see a list of any forms have already been submitted, authorised or rejected.



To open a new form click the Select drop down, choose the form – **Self Certification Sick Form**



- and click on **Complete Form**

A copy of the form (as at June 16) is attached below. The * indicates any mandatory fields

The fields to be completed are self explanatory and the dates used should tie up with the dates the manager has entered as absence.

'Times' are not important on this form as the actual pay calculations are based on the manager input – This form is for self certification purposes only

When you submit the form it will go to your manager for authorisation and prompt them to hold a Return to Work interview and to **close the current open ended sickness** they have set up for you on the system. **(Managers - See step 5)**

Forms (CSTR012, Tin Tin)

[Forms Guidance](#)

This area displays a history of previously submitted forms which can be reviewed at any time.
To complete a new form choose the appropriate option from the '--Select--' menu.
Details of the selected form will be shown below

Questions marked with an * are mandatory questions

Self Certification Sick Form

What is this form for?

If you have been on a sickness absence for 7 calendar days or less, and you have not been supplied with a doctors certificate for the absence period, then you need to complete this form on your return to work

Please complete the details below in connection with your recent absence once you have returned to work (even if your return to work is on a reduced or phased working pattern)

If you have been on a sickness absence for a period of 8 calendar days or more, you will need to obtain a doctors certificate which should be given directly to your manager

If you have any queries please contact hrsupport@torbay.gov.uk

Sickness - Self Certification

Please provide information regarding the period of sickness which lasted 7 calendar days or less

* Start Date	<input type="text"/>	
* End Date	<input type="text"/>	
* Absence Reason	<input type="text" value="--Select--"/>	

Comments

Please enter any additional information that may help us process your form

Comments

The submission of this form will serve as your self certification record and a copy will be forwarded to your manager

[Back](#)

[Submit](#)

STEP 3 – THE EMPLOYEE RETURNS TO WORK AFTER 7 DAYS

If the employee returns after 7 days a medical certificate must be given directly to the manager on their return or when the document is readily available if the employees' absence continues.

It is the manager's responsibility to ensure the sickness absence is covered by a medical certificate. Please be aware that sickness absence of more than 7 days that is not covered by a medical certificate could affect the employee's pay.

When the employee gives the medical certificate to their manager on their return, it will prompt them to hold a Return to Work interview and to **close the current open ended sickness** they have set up for you on the system (**Managers - See step 5**).

When updating sickness on the system the manager will receive an email confirmation (on start and completion). The email will include details of what has been entered.

The manager should scan and upload a copy of the medical certificate as follows:

- Scan the entire certificate (i.e. front and back, if necessary) to your PC/device. Save as a pdf file using the naming convention Surname_Forename_EmployeeNumber_DDMMYYYYY(from date) – DDMMYYYYY(to date)
- Check that the content of the file is clearly legible
- Select the individual employee from the My Team list
- Click on **My Team Documents**
- Click on **Medical Certificates**
- Click on **Upload a new document**
- Click on **Browse...** button, select the scanned document and click **Open**
- Click **Submit**

The manager should then return the medical certificate to the employee and delete the scanned copy from their PC/device.

If the wrong file is uploaded or the file is uploaded against the wrong employee please contact MyView support to remove the file.

If the medical certificate can't be scanned a picture can be taken with a mobile phone or tablet and this image can be uploaded following the guidelines above. If this is not possible, the manager should forward the paper certificate to HR Admin (attached to a copy of the email mentioned above which is sent to the manager).

Long Term Sick

When adding sickness to the system the manager will not need to close and open a new sick record each time a new medical certificate is received. The manager should leave the sickness as open ended until the employee actually returns but it is important that all medical certificates are uploaded against the employee record or sent to HR Admin attached to the email (as described above).

However, it is important that you accurately record any breaks in this continued absence.

Recording sickness in this manner means that you should not need to use the **Linked Date** field which ties sickness records together for monitoring absence occurrence an important trigger used for absence monitoring).

If at any time you think you will need to use the **Linked Date** field please contact MyView support before hand.

STEP 4 – RETURN TO WORK INTERVIEW

Regardless of whether step 2 or 3 is followed above the manager should conduct a Return to Work interview with the employee. To do this the Manager should complete the form available on **MyView / My People / Select Employee / My Team Forms / Absence – Return to Work Interview** with the employee.

A copy of the form (as at June 16) is attached below. The * indicates any mandatory fields

The fields to be completed are self explanatory and the dates used should tie up with the dates the manager has entered as absence.

The form should be completed by the manager on the employee's behalf and then being 'agreed' (authorised) by the employee after submission

*This area displays a history of previously submitted forms which can be reviewed at any time.
To complete a new form choose the appropriate option from the "--Select--" menu.
Details of the selected form will be shown below*

Questions marked with an * are mandatory questions

Absence - Return to Work Interview

What is this form for?
This form is for managers to gather information as part of the Absence Policy as well as impart information regarding any details about the employees role, department or organisation that the employee may have missed due to the absence. It will not affect any other part of the absence process

A new form must be completed for each period of absence once the employee has returned to work. If the employee is returning on a phased return to work then the Phased Return to Work form also needs completing. This form can be found on 'inSIGHT'

If you have any queries please contact MyViewSupport@torbay.gov.uk

Return To Work - Absence Details

This section refers to the absence from which the employee has just returned

* End Date 

* Confirm the nature of the absence

* Is the employee is now fit to fully resume their duties? No Yes

Return To Work - Assistance Details

Were any means of support or provision of information discussed at the return to work interview? If yes, please give details below.

Details of any support the manager may be able to provide to assist the employee to avoid further absences.

This may include a temporary adjustment to duties (on the understanding that the Occupational Health Service's advice would be necessary if there was a long-term medical problem) that could include an element of Home Working (please refer to the relevant policy). If any adjustments impact on colleagues, they should be advised of the reason so as to secure their cooperation and support. Where non-medical problems were the cause of the absence, or the problem was the sickness of a dependant advice on appropriate support and procedures should be sought from HR

Detail anything discussed with the employee regarding the role, department or organisation that the employee had missed during their absence

Detail any discussions with the employee (where appropriate) regarding the need for any absence review due to their level of absence

Comments

Please enter any additional information that may help us process your form

Comments

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STEP 5 – THE MANAGER UPDATES THE ABSENCE ON MYVIEW

Once the employee is back to work and the certificates have been checked and the Return to Work interview has taken place it is vitally important that the manager then goes back into MyView and updates the 'open ended' sickness record to close it down.

As well as the obvious affects the absence record will have on pay calculations it is worth remembering that an absence record may also impinge on any **Delegations** set up where the **Absence** flag has been ticked.

Closing an Open Ended Sickness Record

Find the original sickness record on your team calendar

- My people / My Team Time / Time Management / Time Management – Team View**
- Select, People Individually, Direct Reports or Whole Team and use the calendar to locate the original sickness record
- Right Click on the record and select **EDIT**

			Week Ending 06/08/2016													
			Sunday 31/07/2016		Monday 01/08/2016		Tuesday 02/08/2016		Wednesday 03/08/2016		Thursday 04/08/2016		Friday 05/08/2016		Saturday 06/08/2016	
Name	Employee No.	Avg Weekly Contract Hrs	Type	Hrs/Cash	Type	Hrs/Cash	Type	Hrs/Cash	Type	Hrs/Cash	Type	Hrs/Cash	Type	Hrs/Cash	Type	Hrs/Cash
DeeDum Dawson AM	CSTR048	37	SCK	7.40												
Dee Dawson PM	CSTR047	37														

In the **To *** line, first click on Full or Part Day and then enter the return date and time (if required).

Please note that you will not be able to enter the return date until you click on the Full or Part Date button.

Up date the rest of the screen depending on the certification you have received and **Submit**

Although you will be able to see the sickness record created on the initial **Time Management** screen (below), you are not able to edit the record by selecting it from here (as this is view only mode and shows a history of submissions only)

Time Management - Team View		Time Management - Calendar View				
Open						
Created Date	Employee	Type	Description	From	To	Action
17/08/2016	Dee Dawson PM	SCK	Sickness	22/08/2016		Add
03/08/2016	DeeDum Dawson AM	SCK	Sickness	02/08/2016		Add
14/06/2016	DeeDum Dawson AM	ADD	Additional Hours - Above Contract	16/05/2016		Add
14/06/2016	DeeDum Dawson AM	ADD	Additional Hours - Above Contract	31/05/2016		Add
Submitted						
Authorised						
Created Date	Employee	Type	Description	From	To	Action
18/08/2016	DeeDum Dawson AM	SCK	Sickness	18/08/2016		Add
18/08/2016	DeeDum Dawson AM	SCK	Sickness	31/07/2016	10/08/2016	Delete

Delete a Sickness Record

If a sickness absence has been entered incorrectly the manager can delete the entry.

- As above go to the calendar you used for entering the original absence record from the MyPeople tab and locate the record you wish to delete
- Right click on the entry and select Delete
- The detail of the record will then be displayed for you to check and if you still want to delete the record click on the **Submit** button, otherwise you can **Cancel** out of the record

Tuesday		Wednesday	
17/05/2016		18/05/2016	
Hrs/Cash	Type	Hrs/Cash	Type
	SCK	6.00	HOL
	SCK	7.40	HOL
	Add		
	View		
	Edit		
	Delete		

Sickness Process (Employee and Manager Self Service)

