



Employee Handbook



WEST LIMERICK INDEPENDENT LIVING CLG

Sheehan's Road

Newcastle West

Co. Limerick

Eircode: V42 EE38

Tel: 069 77320

Email: info@limerickcil.com



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	2 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Category: Operational Policies
 Subject: Employee Handbook
 Responsible for Review of this Policy: West Limerick Independent Living CLG Board

Table of Contents

Welcome.....	5
Changes to this Privacy Policy	5
Handbook Introduction	6
Changes in Policy	6
Summary of Functions – Roles Within the Organisation.....	7
Company Board	7
Manager	7
Service Manager	7
Service Coordinator	7
Finance and Administration	7
COMPANY ORGANISATIONAL CHART.....	8
Induction.....	9
Human Resources.....	9
Reference Letters	9
Personal Assistant Working Policy	10
Health Service Executive (HSE) Code of Conduct for Provider Personnel.....	11
Staff Code of Conduct.....	13
Management Safety Policy.....	15
Employment Contracts Explained	17
Contract Changes.....	17
Probation	17
Working hours	17
Appraisals	18
Calculation of Salary	19



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	3 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Method of Payment:	19
Pay Slips	19
Payroll Deductions.....	19
Salary Confidentiality.....	19
Overtime.....	19
Pensions.....	20
Dress and Personal Hygiene	20
Smoking Policy.....	20
Attendance & Punctuality	20
External Employment	21
Personal Telephone Calls.....	21
Stress Policy	21
COUNSELOR.....	22
Acceptable Behaviour.....	22
Acceptable Staff Conduct	22
Acceptable Standards.....	23
Criminal Offences	24
Dignity and Respect at Work:.....	24
Discrimination – What is it?.....	24
What to do if you feel discriminated against?	25
What is sexual harassment?.....	25
Definitions of Sexual Harassment.....	25
Bullying and harassment	27
Substance Abuse	30
Leave Policies.....	31
Sickness Absence Policy.....	37
NON-COMPLIANCE WITH/ABUSE OF SICKNESS ABSENCE POLICY	38
Data Protection Statement.....	38
Disciplinary Procedure.....	39
Security: Procedures - Email and Internet.....	45
CCTV SYSTEM POLICY	48
Confidentiality and Non-disclosure policy.....	52



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	4 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

General Equality Policy	52
Grievance policy	54
Social Media, Mobile (Cell and Smart) phones and related technologies	58
Gifts and Hospitality Policy.....	58
Safe Driving Policy	59
Food Safety & Hygiene Policy.....	60
Hygiene and Infection Control Policy	61
General policies	63
Standard opening hours	63
Standard lunch and rest breaks.....	63
Personnel files	63
Safety of Personal Possessions.....	63
Maintenance of Personnel Data.....	63
LONE WORKER POLICY	64
Policy regarding telephone monitoring.....	66
Policy for the Administration of Medications	67
Policy for Handling Service Users Money.....	68
Policy regarding telephone monitoring.....	69
Additional Policy's	69
Life Long Illness/ Medical Condition Policy	69
Dignity Workplace Policy, Bullying, Sexual/Harassment and Violence	70
Procedures for addressing allegations of Workplace Bullying, Sexual Harassment, Harassment or Violence.	72
Manual Handling Briefing Sheet.....	74
Conditions of employment.....	75
Employee health and safety responsibilities at work.....	75
West Limerick Independent Living Safety Statement	75
What is West Limerick Independent Living's Health and Safety evacuation procedure?.....	76
Health related issues	76
Employees requiring medical attention	76
Insuring Personal effects on the premises	76
Purchases on behalf of West Limerick Independent Living.....	77
Visitors in the workplace	77



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	5 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Post and deliveries.....	77
Clean workplace and environment.....	77
Employee Consent.....	77
Information on West Limerick Independent Living.....	78
The Social Model of Disability	78
What is the Philosophy of Independent Living?.....	78
West Limerick Independent Living CLG Overview.....	79
Personal Assistance Services	79
How PA Services work	79
Employee Acknowledgment Agreement.....	80
Employee Confidentiality Agreement	80
Acceptance of the Employee Handbook and Policy’s	80

Welcome

As an employee of West Limerick Independent Living, you will receive a written Statement of Terms and Conditions of Employment also referred to as a Contract of Employment. This document outlines the general Terms and Conditions of Employment and is a confidential document between you and West Limerick Independent Living. Please read this Employee Handbook and accompany policies carefully and sign it. This signifies your acceptance of the Terms and Conditions under which you are employed. You should retain a copy of this document and a copy will be retained by The Company.

Changes to this Privacy Policy

We may periodically modify the provisions of this Employee Handbook and encourage you to review it from time to time in order to stay up to date with the most recent developments. In the event of significant changes, we may also choose to notify you via email should we have your email address in our records.

Updated versions of this Employee Handbook will be published on our website www.limerickcil.com.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	6 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Handbook Introduction

This Handbook is designed to acquaint employees with West Limerick Independent Living and to provide employees with information about working conditions, benefits, and policies affecting employment. Employees are required to read and be familiar with this Handbook.

The information contained in this Handbook applies to all employees of West Limerick Independent Living. It is considered a condition of ongoing employment that the policies and procedures described in this document are followed. However, nothing in this Handbook alters an employee's legal status.

Individual employees are responsible for reading, understanding, and complying with the provisions of this Handbook. West Limerick Independent Living's objective is to provide employees with a work environment that is constructive to both professional and personal growth. As such, all employees should address questions relating to this document and or their contracts to management as soon as they arise.

Changes in Policy

This Handbook supersedes all previous versions and memos that may have been issued from time to time on subjects relating to policies and procedures.

However, since like any business, this one is subject to change, West Limerick Independent Living reserves the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. As such, amendments to this Handbook may be made from time to time and a copy of any such amendments shall be furnished without delay to employees.

No individual supervisor has the authority to change policies at any time. If an employee is uncertain about any policy or procedure, he/she should speak with his/her direct supervisor at the earliest possible time.

West Limerick Independent Living operates a non-discriminatory policy in both its service operation and employment practices.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	7 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Summary of Functions – Roles Within the Organisation

Company Board

The Board of West Limerick Independent Living has final responsibility for all organisational decisions. The board of director's role is to ensure that the organisation's prosperity by collectively directing the organisation's affairs while meeting the appropriate interests of its members and other relevant stakeholders, and complying with all necessary legislation and regulation.

In addition the board is required to set high standards of governance, transparency and accountability, even though the board serves on a voluntary basis, the directors of the not-for-profit organisations are obliged to make themselves aware of the organisation's obligations and to ensure that it operates effectively and efficiently and that they behave with integrity.

Manager

The Manager is responsible for the day to day operations of the company which include supervise and manage the overall performance of staff. Analyzing, reporting, giving recommendations and developing strategies on how to improve services. Achieve business and organization goals, visions and objectives. Identifying problems, creating choices and providing alternatives courses of actions.

The Manager's leadership role entails being ultimately responsible for all day-to-day management decisions and for implementing the Company's long and short term plans. The Manager acts as a direct liaison between the Board and management of the Company and communicates to the Board on behalf of management.

Service Manager

The role of the Service Manager is to plan, direct, or coordinate the activities of our home support services; they supervise staff, such as personal assistants, who provide services directly to clients. Their work also involves directing service coordinators and HR, recruit, hire, and train new staff members.

Service Coordinator

The role of the Service Coordinator is to co-ordination and administrates the personal support service delivered by the company. The service coordinator functions as the single point of contact for clients and personal assistants. This role includes supporting clients to directing the work of their personal assistants as identified in service needs assessment and service agreement. The role also involves assist in the co-ordination of the organisations health and safety management system.

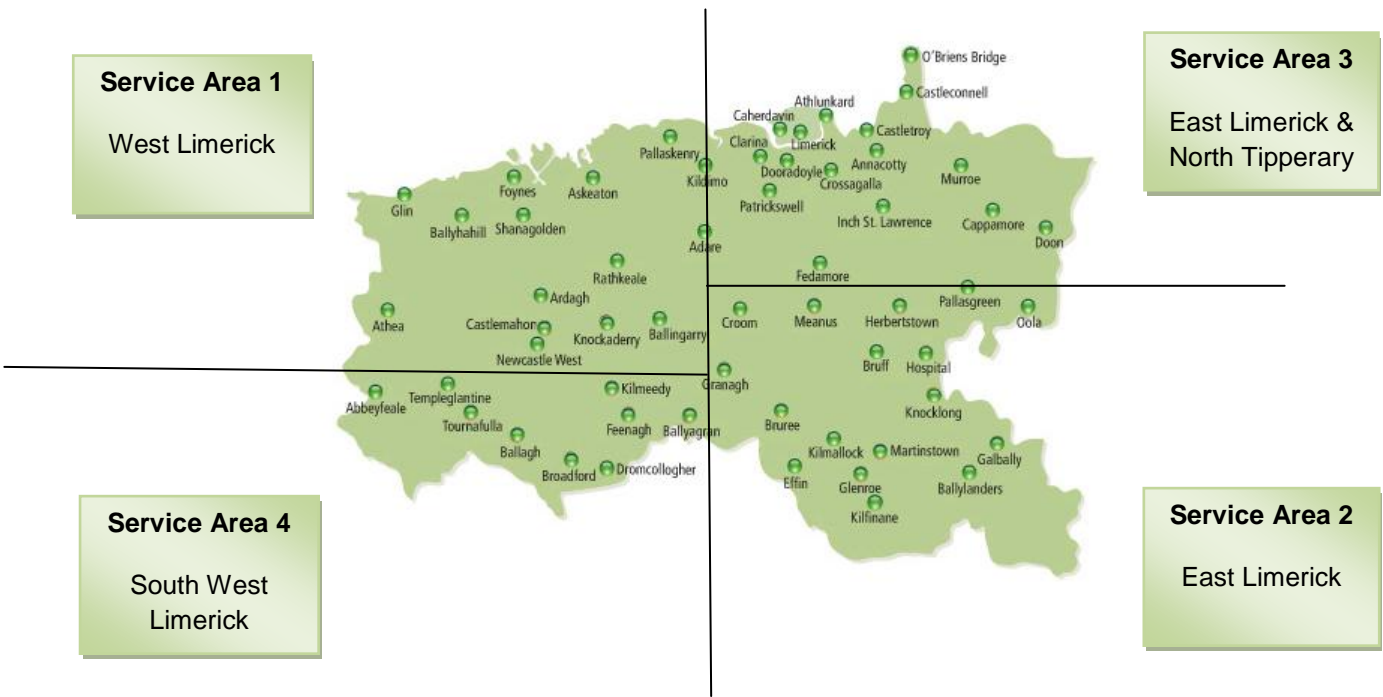
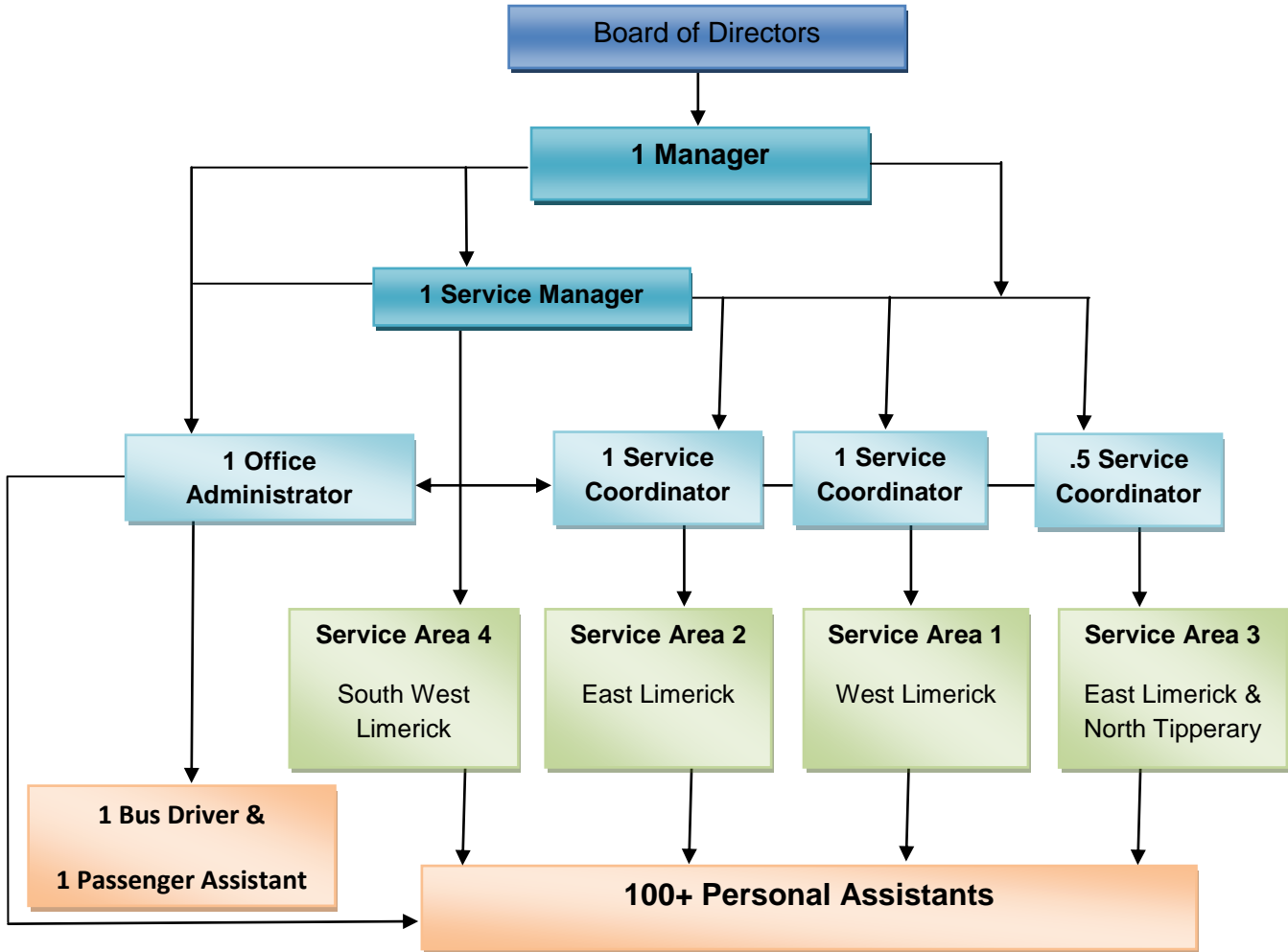
Finance and Administration

Office administrator is responsible for the day-to-day activities that are related to financial bookkeeping, record keeping & billing and general office duties such as file management within an organization. Deal with all payroll and benefit queries as soon as they arise.



	West Limerick Independent Living CLG Policies			
Title:	Employee Handbook			
Page:	8 of 80	Policy. No.: WLILP10	Date July 18	Issue No. 1

COMPANY ORGANISATIONAL CHART





	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	9 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Induction

West Limerick Independent Living endeavours to ensure that new appointees are familiarised with the demands and opportunities of their roles, with basic modes of working within the organisation, patterns of relationships, and procedures for ensuring a safe and healthy working environment is enjoyed by all.

To welcome new employees and equip them with all the information they need, an induction programme will commence within a week of joining the organisation.

The programme entails:

- Familiarisation with office and or service location layout
- A talk on the history and philosophy and work of West Limerick Independent Living
- Introduction to other staff
- A talk on Health and Safety in the organisation
- The provision of other information required on an individual basis to facilitate effective performance as a staff member

During this programme the employee is invited to ask questions and to enquire about any outstanding issues pertaining to their appointment.

Human Resources

Human resources is a general heading for all issues relating to compensation, benefits, employee relations, conditions in work etc. Within West Limerick Independent Living, all issues are dealt with by the PSS Coordinator, Manager and if necessary Officers of the Board of Management. All applicable policies and procedures are detailed in this document and the attached Policy Handbook and any queries should be directed to the PSS Coordinator or Manager in the first instance in person or, if necessary, in writing. Every effort will be made to respond promptly to staff members' questions however, it may be necessary to confirm details before responding.

Reference Letters

If you require letters for the following, please contact Administration, in advance:

Mortgage	Tenant
Student	Jury Duty
Driving Test	Eyesight Test

If you have any other general HR queries, please refer to the relevant section of this document or discuss your query with management.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	10 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Personal Assistant Working Policy

It is the policy of West Limerick Independent Living that all reasonable and practicable steps are taken to ensure the health, safety & welfare of all persons it employs, by providing a healthy and safe environment and employing safe systems of work.

The objective of this policy is to establish the way in which we ensure, so far as is reasonably practicable, the safety of Personal Assistant employees working in the homes of our Service Users. The provisions of the Health and Welfare at Work Act 2005 and Safety, Health and Welfare at Work Act 1989 and the Safety, Health and Welfare at Work (General Application) Regulations 1993 apply to all places of work, including workplaces outside the conventional office.

The organisation aims to minimise and manage the risks to which Personal Assistants may be exposed as a result of carrying out their responsibilities. Personal Assistants responsibilities may include physically assisting Service Users in and out of bed, helping them to shower, dress and eat, along with transporting them to appointments and shops.

The following procedure will be adopted:

- Each Personal Assistant will be carefully assessed via a checklist to ensure his or her suitability for the role.
- As manual handling is an inherent part of the Personal Assistants role, if prior to commencing his or her duties, a Personal Assistant does not have in date manual handling training certificate, full manual handling training will be given. This training is given in-house by our qualified Lift Handling Instructor or outsourced to a qualified Lift Handling Instructor and takes place over a one day session. Refresher training is mandatory and will be provided every three years to all Personal Assistants.
- The Service Users level of ability will be assessed to determine the magnitude of the Personal Assistants responsibilities.
- As caring for each Service User requires Personal Assistants to work in many different work environments, a risk assessment will be carried out for each 'Service User Home' in consultation with the assigned Personal Assistant. This will involve a risk assessment of the manual handling tasks carried out by the Personal Assistant and a risk assessment of their work environment. This will help generate recommendations for improvements.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	11 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Health Service Executive (HSE) Code of Conduct for Provider Personnel

The Provider (West Limerick Independent Living) have a code of conduct in place, with notification of same to all Provider Personnel that reflects the principles outlined below:-

In the performance of their duties the Provider must and shall procure that its Provider Personnel:

1. Maintain the high standards of service delivery by:
 - a. discharging responsibilities conscientiously, honestly and impartially;
 - b. always acting within the law; and
 - c. performing duties with efficiency, diligence and courtesy.
2. Observe appropriate behaviour at work by:
 - a. dealing with the public sympathetically, fairly and promptly; and
 - b. treating colleagues with respect.
3. Maintain the highest standards of probity by:
 - a. conducting themselves with honesty, impartiality and integrity;
 - b. never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions;
 - c. implementing and abiding by guidelines in respect of offers of gifts or hospitality; and
 - d. avoiding conflicts of interest.
4. Act in good faith toward and in the best interests of the Executive by:
 - a. supporting the Executive and its personnel in the performance of its functions;
 - b. promoting the goals and objectives of the Executive and not undermining any of them through action or omission;
 - c. ensuring any actions taken maintain public confidence in the Executive.
5. Act impartially in the performance of their duties.
6. Carry out duties in a party political neutral manner. Public political activities should not, under any circumstances, be undertaken while undertaking services for the Executive.
7. Ensuring that views or actions taken related to public political activities are not presented or interpreted as official comment on behalf of the Executive.
8. Respecting the constraints of the law.
9. Must not improperly disclose information gained in the course of their work.
10. Respecting the privacy of medical or personal information of patients/service users, Provider Personnel or other health service business.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	12 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

-
11. Maintain the highest standards of service in all dealings with the public.
 12. Have due regard for State resources to ensure proper, effective and efficient use of public money.
 13. Show respect for colleagues, patients and service users including beliefs and values.
 14. Not use their position to benefit themselves or others with whom they have personal or business ties.
 15. Not engage in outside business or activities which would in any way conflict with the interests of their function.
 16. Not receive or accept benefits of any kind from a third party which might reasonably be seen to compromise personal judgement or integrity. All gifts and benefits received must be disclosed to a more senior manager or designated person.
 17. Not accepting hospitality of any kind from a third party which might reasonably be seen to compromise personal judgement or integrity. Every care must be taken to ensure that any acceptance of hospitality does not influence, or be seen to influence, the making of decisions; and
 18. Ensure clear and appropriate standards are in place and notified to all Provider Personnel in relation to all of the above.
 19. Employees who are convicted of criminal offences, or given the benefit of the Probation Act when tried for a criminal offence, must report that fact to their employer. The employee must make such a report to his/her supervisor (who, in turn, will advise the Director of Human Resources) or directly to the Director of Human Resources.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	13 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Staff Code of Conduct

West Limerick Independent Living is committed to ensuring that a person's involvement with the organisation is a positive and pleasant experience. The purpose of this code is to set out conduct that is expected of all staff and all workers are responsible for making sure that their conduct does not fall below the standards set out in this code and that no action or omission on their part harms the wellbeing of service users. (The term staff member refers to staff, volunteers, and students on work placements.)

West Limerick Independent living has developed a **Child Protection and Welfare Policy** to underpin the commitment of the organisation to promote the welfare and protection of children. It is policy of West Limerick Independent living to regard the welfare of children as being of paramount importance and to ensure that its services are equipped to prevent harm to children and where it occurs to intervene urgently to prevent any harm from escalating. Every West Limerick Independent living staff member, shall ensure, that each child in contact with the service is safe from harm. Each staff member has responsibilities under **Children First** to promote the welfare and protection of every child who attends our services. Children First: National Guidance for the Protection and Welfare of Children 2011 is the national policy to promote the welfare of children and protect them from abuse or harm.

West Limerick Independent Living therefore require all staff to adhere to the standards set out in this Code of Conduct and where staff fail to meet these standards disciplinary action, including dismissal will be taken.

All Staff are required to:

- Be honest and trustworthy
- Communicate in an appropriate, open, accurate and straightforward way
- Respecting confidential information
- Be reliable and dependable
- Honour work commitments, agreements and arrangements and, when it is not possible to do so, explain why
- Declare issues that might create conflict of interest
- Adhere and comply with all policies and procedures
- Use established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice
- Inform your supervisor where the practice of colleagues may be unsafe or adversely affect standards of care
- Help service users to make complaints, taking complaints seriously and responding to them or passing them to the appropriate person
- Maintain clear and accurate records as required by procedures established for your work
- Work openly and co-operatively with colleagues and treat them with respect
- Recognise and respect the roles and expertise of workers from other agencies and working in partnership with them
- Follow practice and procedures designed to keep you and other people safe at work
- Meeting relevant standards of practice and working in a lawful, safe and effective way



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	14 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

-
- Informing West Limerick Independent Living or the appropriate authority about any personal difficulties that might effect your ability to do your job competently and safely
 - Seek assistance if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter
 - Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others

In particular you must not:

- Abuse, neglect or harm service users, carers or colleagues
- Exploit service users, carers or colleagues in any way
- Abuse the trust of service users and carers or the access you have to personal information about them or to their property, home or workplace
- Discriminate unlawfully or unjustifiably against service users, carers or colleagues
- Condone any unlawful or unjustifiable discrimination against service users, carers or colleagues
- Put yourself or other people at unnecessary risk
- Behave in a way, in work or outside of work, which would call into question your suitability to work in social care services
- Form inappropriate personal relationships with service users, professional boundaries must be maintained. Boundary violation can be as innocent as sending a Christmas card to a service user or calling them on a personal phone to an inappropriate sexual or financial relationship.

The following behaviours are considered to be in breach of the Code of Conduct:

- Theft
- Corruption
- Misuse of telephone, email, internet and other facilities
- Viewing or downloading of pornography
- Criminal conduct
- Breach of confidentiality
- Assault, verbal abuse or threatening behaviour of service users, volunteers, fellow staff or the general public
- Abuse of alcohol and drugs
- Non adherence to health, safety and hygiene standards
- All forms of bullying, sexual abuse and/or harassment and discrimination
- Lack of respect for people with disabilities, volunteers, fellow staff and the general public
- Adherence to good practice in regard to reliability and commitment
- Gross negligence



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	15 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Management Safety Policy

The company Safety Statement, in accordance with Section 20, Safety, Health and Welfare at Work Act 2005, outlines the policy of WEST LIMERICK INDEPENDENT LIVING in relation to the management of health and safety.

WEST LIMERICK INDEPENDENT LIVING are committed to managing and conducting their work activities in such a way as to ensure, so far as is reasonably practicable, the safety, health and welfare at work of their employees including fixed term employees and temporary employees and other individuals at the place of work (not being their employees).

This will be achieved by the following;

- The provision and maintenance of welfare facilities and arrangements;
- Determining and implementing appropriate preventative and protective measures;
- Taking account of the general principles of prevention;
- The provision of adequate emergency plans, procedures and measures;
- Reporting prescribed accidents and dangerous occurrences to the Health & Safety Authority; and so far as is reasonably practicable;
- Preventing any improper conduct or behaviour;
- The design, provision and maintenance of a safe place of work, including safe means of access and egress;
- The design, provision and maintenance of safe plant and machinery, articles and substances;
- The provision of safe systems of work;
- The provision of appropriate information, instruction, training and supervision;
- Performance of ongoing hazard identification and risk assessments;
- Uses of standards, codes of practice, guidelines, or industry practices;
- Providing and maintaining suitable protective clothing and equipment;
- Investigation of accidents and dangerous occurrences;
- Obtaining, where necessary, the services of a competent person to advise on health and safety.

The detailed arrangements for achieving these objectives are set out in the main body of the Safety Statement.

Mr. Gerard O'Connor has overall responsibility for health and safety at the West Limerick Independent Living, Enterprise Centre, Sheehan Road, Newcastle West, Co Limerick. Day to day management of health and safety is the responsibility of management personnel.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	16 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Employees share a responsibility with management in ensuring their own safety while at work. This Safety Statement requires the co-operation of all staff, service users, visitors, contractors and others to enable WEST LIMERICK INDEPENDENT LIVING to discharge its responsibilities under law.

WEST LIMERICK INDEPENDENT LIVING is committed to upholding the standards outlined in this Safety Statement. The aims of the Safety Statement are to ensure sufficient resources are allocated to Safety Management. No safety measures taken by WEST LIMERICK INDEPENDENT LIVING involve financial cost to our employees.

All employees and contractors will be made aware of and have access to this Safety Statement. The Safety Statement will also be available to third parties where appropriate. Employees are encouraged to put forward suggestions for improvement to this document. The Safety Statement will be reviewed and amended periodically.

Signed: Ben Lenihan

Date: August 2017

Chairman



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	17 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Employment Contracts Explained

Any offer of employment is made conditional upon the receipt of satisfactory references, Police Vetting checks and verification of qualifications. Contracts of employment set out the minimum terms and conditions between the employer and the employee with regard to a particular position within the organisation. It clearly defines what is expected of both parties, the employer and the employee, in the employment agreement.

Providing an employment contract is a legal requirement and it also allows for transparency in the workplace. Terms and conditions of employment must be provided to employees within one month of commencement of the job.

All terms and conditions of employment in West Limerick Independent Living are within statutory requirements. Generally, all employees of West Limerick Independent Living will have signed their contract of employment prior to starting work with the West Limerick Independent Living. Refusal to sign and return the signed copy of the contract within one month of the commencement of work will nullify that contract.

Contract Changes

Whenever a change is made or occurs in any part of the contract issued by the employer, the employer will notify the employee, in writing, of the nature and date of the change as soon as possible but no later than one month after the change takes place.

Under normal circumstances the employee will be consulted regarding changes of this nature. The requirement to notify employees of change does not apply if it arises from a provision of statutes, statutory instruments or other laws, administrative provisions or collective agreements.

Probation

A probationary period enables the employer to establish that the employee is capable of doing the job and can work effectively within West Limerick Independent Living. All employees are subject to an initial probationary period of six months this period may be extended at the discretion of the company for a further period of four months. The Probationary period ends at the prescribed time and/or upon completion of a satisfactory appraisal.

West Limerick Independent Living will provide all organisational-specific training and on the job experience necessary to facilitate the employee to meet, at least, the minimum standards of competency in the role for which they were employed.

During this probationary period either party may terminate the contract by giving the other party one week's notice. The Disciplinary policy does not apply during the probationary period.

Working hours

The hours an employee is expected to work will be set out prior to commencement of employment and may change subject to circumstances outside of West Limerick Independent Living.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	18 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Attendance and punctuality are extremely important for the proper running of the company. West Limerick Independent Living will adhere to its obligations pursuant to the Employees (Provision of Information and Consultation) Act 2006 enabling employees have a say and input into the company's policies and procedures.

Appraisals

Appraisals allow the employee and the employer to monitor the development of the employee's proficiency in the role.

The purpose of an appraisal is:

- To reflect on how the worker is fulfilling his/her role
- To affirm what the worker has achieved over the period and his/her strengths in the role
- To clarify the expectations of the West Limerick Independent Living's management
- To identify and discuss weaknesses and difficulties
- To decide on what changes the worker needs to make
- To develop a clear overview of the role and how it fits into the organisation
- To review the employee's job description and agree changes if necessary
- To identify training needs
- To set goals and targets over the next period
- To identify ways in which management may need to change in relation to the employee

Any staff appraisal undertaken should be seen as supportive and empowering. The employee and West Limerick Independent Living management should have the opportunity to fill out appraisal forms before the review/appraisal meeting. This provides the opportunity to record the key issues for discussion. Appraisal forms may be provided to employees approximately two weeks prior to the appraisal meeting.

The agenda for the appraisal meeting will be clarified and agreed upon by the employee and their supervisor prior to the beginning of the appraisal meeting. If an appraisal or review has been carried out on a previous occasion, the new appraisal meeting will partly include a review and evaluation of progress made since the last meeting and new employee objectives will be set for the forthcoming period of business. The employee should talk through their appraisal thoroughly with their supervisor.

The employee will get the opportunity to ask questions and clarify any comments made by the appraisers. Both parties should explore areas of weakness and difficulty and identify specific support and training where appropriate.

Agreement needs to be reached on the development of work related goals for the coming period. All decisions and actions will be recorded i.e. what actions are to be taken by both appraisee and appraiser as well as any development and training required. The appraisal objectives can be revisited throughout the year through ongoing support supervision.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	19 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Calculation of Salary

An employee will have his/her rate of pay detailed in their Contract of Employment which will be signed when the employee commences employment with West Limerick Independent Living.

Method of Payment:

Employees' salaries, net of all required and any authorised voluntary deductions, are normally paid weekly or fortnightly by electronic funds transfer. Salaries are paid directly into employees' bank accounts or certain accounts in selected building societies. West Limerick Independent Living reserves the right to change the payment method and interval.

West Limerick Independent Living reserves the right, unless prohibited by law, at any time during employees' employment, and in any event on termination, to deduct from their salary any overpayments or monies due from them to West Limerick Independent Living.

Pay Slips

A statement of pay is issued by email or can be collected at West Limerick Independent Living office at each payroll period. The pay slip will detail all additions to the basic pay. Deductions will also be detailed on the employee's pay slip. Only statutory deductions such as PRSI and PAYE and any deduction for which the employee has given his/her written consent will be deducted from the employee's salary unless overpayments or monies are to be paid to West Limerick Independent Living. Should an employee believe that there has been a mistake in the calculation of the amount payable, he/she should immediately contact the person in charge of Payroll. West Limerick Independent Living will automatically make any adjustments to salary for any overpayments or underpayments.

Payroll Deductions

Deductions both agreed and those required by law will be made, i.e., tax withholdings, USC, PAYE, PRSI.

Salary Confidentiality

Employees are required to respect the privacy of others and to keep their own salary and benefit matters private.

Overtime

Employees will be told what hours they are expected to work and any changes to these agreed hours will be discussed with the employee.

The West Limerick Independent Living's policy is that all overtime will be scheduled in advance, discussed with and authorized by Service Coordinator. Unauthorised overtime will not be recognized by the company. Management will regularly review whether or not there is a real need to work overtime hours.

Time Management (Careplus) App must be completed (log in – log out) for each work shift so that hours worked can be filed and documented.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	20 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Pensions

Recent pension legislation introduced a new type of retirement savings contract called Personal Retirement Savings Accounts (PRSAs). This legislation states that all employees, regardless of employment status, are entitled to access to a pension scheme after 6 months' service. Further information on all aspects of West Limerick Independent Living's PRSA, including scheme booklets, is available from the Office Administrator.

Dress and Personal Hygiene

All employees are expected to have good standards when it comes to dress and personal hygiene, finger nails should be kept short and neat, long hair should be neat and tied back and no jewellery should be worn apart from a wedding band. Employees should wear the dress appropriate to their role; flat comfortable closed toe shoes should be worn which protect employees feet from falling objects. As such, you must keep it and yourself neat, tidy and presentable at all times. Your dress and personal grooming should reflect the variety of situations in which you might find yourself. Please keep in mind that even if the clients wear casual attire, they may have a different expectation of you, as a service provider.

Smoking Policy

With effect from Monday 29 March 2004 smoking of tobacco products is prohibited in the workplace by law under the Public Health (Tobacco) Act 2002. Consequently all premises in the Republic of Ireland will be no smoking premises. Smoking in Company buildings is prohibited under law. Smoking is a hazard and a health and safety risk and under no circumstances is smoking permitted, by employees, customers or visitors on Company premises. Breaches of this policy will be treated as an extremely serious offence and will be dealt with under the firm's disciplinary procedure.

If you visit clients in their own homes, ask the service user (or anyone else present with them) not to smoke for at least an hour before a home visit, nor during the visit, and to allow you to ventilate the rooms you work in by opening the windows. Electronic Cigarettes (e-cigarettes) is not permitted within West Limerick Independent Living facilities, their use by client's, staff and visitors is prohibited, this also applies in client's homes during work hours.

Attendance & Punctuality

West Limerick Independent Living expects that every employee will be regular and punctual in attendance. This means being at your place of employment, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on West Limerick Independent Living.

If you are unable to report for work for any reason, you must notify the Manager / PSS Coordinator at least one hour before your regular starting time has elapsed. You are responsible for speaking directly with your Manager / Service Coordinator about your absence.

It is not acceptable to leave a message on office voice mail, you must call the on-call mobile phone in emergencies, phone number is 085 806 4306. In the case of leaving a voice-mail message, a follow-up call must be made later that day. Manager / Service Coordinator's phone number is 069 77320.

Should undue lateness become a frequent issue, disciplinary action may be taken.
--



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	21 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

External Employment

Mindful of the provisions of the Organisation of Working Time Act, 1997 West Limerick Independent Living does not object to employees having secondary employment provided that employment is acceptable to West Limerick Independent Living.

Personal Telephone Calls

Personal telephone calls should be kept to a minimum and should be taken on the employee's time during specified breaks.

Stress Policy

West Limerick Independent Living adheres to all aspects of the Health and Welfare at Work Act 2005 and 1989 Safety, Health and Welfare at Work Act, which requires employers to identify and safeguard against all risks to health and safety, including stress. Workplace stress arises when the demands of the job and the working environment on a person exceed their capacity to meet them.

Causes of stress in the workplace include:

- Poorly organised work;
- Faulty work organisation;
- Poor working relationships;
- Poor communication at work;
- Ill defined work roles;
- Highly demanding tasks;
- The threat of violence.

Safeguarding health and safety from the effects of stress is based on the same approach as that of any other hazard:

- Identification of potential problems;
- Assessment of risks;
- Implementation of safeguards;
- Monitoring the effectiveness of safeguards.

West Limerick Independent Living will utilise the following Methods of Managing Stress:

- Ensure that management is aware of the potential causes of stress and the early warning signs.
- Ensure that all complaints that may be related to stress are listened to and appropriate measures taken.
- Where management are aware that a workload or conditions of work are particularly stressful, measures should be taken to reduce the workload or improve conditions.

Employees are asked to contact management if they feel they are suffering from workplace stress.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	22 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

COUNSELOR

West Limerick Independent Living has identified an organisational counsellor in line with legislation who is available to all staff for confidential discussions – this person is the Senior Services Coordinator

Acceptable Behaviour

All employees have a responsibility to maintain a suitable, safe and comfortable working environment for themselves and their colleagues. West Limerick Independent Living is fully committed to maintaining a non-discriminatory working environment, which is free from harassment. All employees are expected to maintain a high standard of behaviour and have a personal responsibility to behave in a manner, which is not offensive to others.

Allegations of harassment will be taken very seriously and you are reminded that many forms of harassment are, in fact, unlawful. In addition to disciplinary action within the company, individuals may also be held personally liable for such conduct, including, in some cases, criminal prosecution. *This policy forms part of the terms and conditions of employment.*

West Limerick Independent Living recognizes the stress and anxiety caused by harassment and has always been committed to ensuring that employees are free to work in an environment which is free from harassment and bullying. Accordingly, the company wishes to assure all employees that harassment or bullying of any kind, including sexual harassment, will not be condoned. Disciplinary action up to and including dismissal, depending on the circumstances, will be taken against any employee found guilty of such conduct. In addition, the company has a legal obligation to take such steps as are reasonable practicable to prevent harassment.”

Acceptable Staff Conduct

All employees are expected to act, behave and conduct themselves in an acceptable manner when carrying out their work, when on West Limerick Independent Living premises and when in any area that could directly influence the good name of West Limerick Independent Living.

Certain rules, regulations, standards of work and behaviour must be upheld at all times by all employees.

They enable West Limerick Independent Living to function correctly and in the desired way. If standards drop below an acceptable level or if there is any breach of rules or regulations, then everything will be done to improve the situation co-operatively.

All employees will be made aware of West Limerick Independent Living’s standards, rules and regulations that relate to them. If there are any questions, the employee should approach a member of the management team.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	23 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Acceptable Standards

1. Maintain the high standards of service delivery by:
 - a. discharging responsibilities conscientiously, honestly and impartially;
 - b. always acting within the law; and
 - c. performing duties with efficiency, diligence and courtesy.
2. Observe appropriate behaviour at work by:
 - a. dealing with the public sympathetically, fairly and promptly; and
 - b. treating colleagues with respect.
3. Maintain the highest standards of probity by:
 - a. conducting themselves with honesty, impartiality and integrity;
 - b. never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions;
 - c. implementing and abiding by guidelines in respect of offers of gifts or hospitality; and
 - d. avoiding conflicts of interest.
4. Act in good faith toward and in the best interests of West Limerick Independent Living and the Health Service Executive by:
 - a. supporting West Limerick Independent Living and the Health Service Executive and its personnel in the performance of its functions;
 - b. promoting the goals and objectives of West Limerick Independent Living and the Health Service Executive and not undermining any of them through action or omission;
 - c. ensuring any actions taken maintain public confidence in West Limerick Independent Living and the Health Service Executive.
5. Act impartially in the performance of their duties.
6. Carry out duties in a party political neutral manner. Public political activities should not, under any circumstances, be undertaken while undertaking services for West Limerick Independent Living and the Health Service Executive.
7. Ensuring that views or actions taken related to public political activities are not presented or interpreted as official comment on behalf of West Limerick Independent Living and the Health Service Executive.
8. Respecting the constraints of the law.
9. Must not improperly disclose information gained in the course of their work.
10. Respecting the privacy of medical or personal information of service users, Provider Personnel or other health service business.
11. Maintain the highest standards of service in all dealings with the public.
12. Have due regard for State resources to ensure proper, effective and efficient use of public money.
13. Show respect for colleagues, service users including beliefs and values.
14. Not use their position to benefit themselves or others with whom they have personal or business ties.
15. Not engage in outside business or activities which would in any way conflict with the interests of their function.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	24 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

16. Not receive or accept benefits of any kind from a third party which might reasonably be seen to compromise personal judgement or integrity. All gifts and benefits received must be disclosed to a more senior manager or designated person.
17. Not accepting hospitality of any kind from a third party which might reasonably be seen to compromise personal judgement or integrity. Every care must be taken to ensure that any acceptance of hospitality does not influence, or be seen to influence, the making of decisions; and

Criminal Offences

Employees are required to notify West Limerick Independent Living within 48 hours of being charged with an arrestable offence irrespective of whether or not it relates to their employment. Failure to do so may result in Disciplinary action and may lead to dismissal.

Employees who are convicted of criminal offences, or given the benefit of the Probation Act when tried for a criminal offence, must report that fact to their employer. The employee must make such a report to his/her supervisor who, in turn, will advise the Manager.

Dignity and Respect at Work:

All employees are entitled to be treated with courtesy and respect by their colleagues and to work in an environment free of discrimination, victimisation, harassment and disrespectful behaviour. It is a duty of all employees to promptly report any inappropriate incidents to their Manager, or to another person in authority if applicable.

In line with current Equality legislation in the Republic of Ireland, specifically The Employment Equality Act 1998 and 2004, The Equal Status Acts 2000-2004 and the Disability Act 2005, West Limerick Independent Living is an equal opportunities employer and is committed to equality of opportunity for all staff. Specifically, West Limerick Independent Living will not discriminate on the following grounds:

- Gender
- Marital Status
- Family Status
- Sexual Orientation
- Religious Belief
- Age (does not apply to children under 18 or people over 65)
- Disability
- Race (refers to race, colour, nationality or ethnic or national origin)
- Membership of the traveling community

Discrimination – What is it?

Discrimination occurs when one person is treated less favourably than another is, has been or would be treated on discriminatory grounds.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	25 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

What to do if you feel discriminated against?

If an employee believes he/she has been discriminated against they should follow the West Limerick Independent Living Grievance procedure and make the Manager aware of their reasons for their grievance as quickly as possible, so that the situation can be promptly addressed.

What is sexual harassment?

This policy is applicable to all employees (temporary and permanent) irrespective of length of service and includes members and service personnel both inside and outside the work environment.

Every Manager has a responsibility to maintain the workplace free of any form of sexual harassment. Everyone in West Limerick Independent Living has the responsibility to prevent sexual harassment and to report any instances that they are party to or witness of.

Anyone engaging in any improper behaviour or sexual harassment on West Limerick Independent Living premises or anywhere else on West Limerick Independent Living business including social events, training programmes and any off-site events, will be subject to disciplinary action, up to and including dismissal.

Employees who feel that they are being sexually harassed in any way in the workplace are encouraged to approach their own Manager, any other appropriate Manager or HR. All complaints of sexual harassment will be taken seriously, will be held in strict confidence and will be investigated promptly and in an impartial manner. Only if these instances are reported can West Limerick Independent Living take action to correct the situation.

Any victimisation of, or retaliation against, a complainant or an employee who gives evidence regarding sexual harassment will be subject to disciplinary action up to and including dismissal.

Definitions of Sexual Harassment

The following are examples of activities that may constitute sexual harassment:

Physical conduct of a sexual nature - This may include unwanted physical contact such as unnecessary touching, patting or pinching or brushing against another employee's body, assault and coercive sexual intercourse.

Verbal conduct of a sexual nature - This includes sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the work place after it has been made clear that such suggestions are unwelcome, unwanted or offensive flirtations, suggestive remarks, innuendos or lewd comments.

Non-verbal conduct of a sexual nature - This may include the display of pornographic or sexually suggestive pictures, objects, written materials, emails, text-messages or faxes. It may also include leering, whistling or making sexually suggestive gestures.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	26 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Examples of Sexual Harassment

- Suggestions that sexual favours may further a colleague's career or refusal may hinder it, e.g., promotions, salary increase, etc.
- Conduct that denigrates or ridicules or is intimidatory or physically abusive of an employee because of his or her sex such as derogatory or degrading abuse or insults, which are gender related offensive comments about appearance or dress.
- The display of pornographic or sexually suggestive comments or gestures, innuendoes or lewd comments.
- Conduct that denigrates or ridicules a colleague because of his or her sexual orientation, such as derogatory remarks, graffiti or jokes.
- Offensive flirting.

This list is not exhaustive.

The Informal Procedure

The purpose of the informal procedure is to ensure that the majority of cases of this nature will be handled effectively, efficiently and in a confidential and sensitive manner. The informal procedure is used in a situation where an offensive incident has occurred and the victim approaches the perpetrator directly and requests him/her to stop. The victim should inform the individual of West Limerick Independent Living's sexual harassment policy and advise him/her that a second occurrence of this nature will result in a formal complaint.

In instances where an employee is unsure of whether the behaviour constitutes a form of sexual harassment they should discuss this with either their Manager or a colleague. Please be encouraged to seek support from your Manager or whoever they deem to be appropriate.

The Formal Procedure

In the event that the informal complaint has failed, or the sexual harassment is repeated, or the informal procedure is inappropriate, the complainant will progress to the formal procedure. These are the steps that individuals must follow in this procedure:

- Make their initial complaint in writing to their Manager
- If their Manager is involved in the incident the complaint should be made to the next Manager in succession
- All complaints will be treated in the strictest confidence
- Only individuals necessary to the investigation will be involved from the initial stages.
- Management, or an independent advisor, should West Limerick Independent Living deem appropriate, will be assigned to thoroughly investigate the case and a timetable will be set for the investigation
- Interviews will be held with the complainant, alleged perpetrator(s) and any relevant witnesses to establish a thorough understanding of the facts of the alleged complaint
- Each party to be interviewed will be advised of their right to representation by a colleague of choice
- All material received will be treated with the highest level of sensitivity



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	27 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

- Where necessary parties to the procedure may in some cases be asked to remain at home on paid leave to enable parties to investigate the complaint
- When the investigation has been completed all the facts will be summarised and where possible a decision made as to whether the sexual harassment has taken place
- The complainant and alleged perpetrator(s) will receive a copy of the outcome in writing
- An interview will be held with the alleged perpetrator to establish what action is to be taken
- He/she will have details of the case given to them
- He/she will have the right to have a colleague of choice present in the room representing them
- He/she have the right to defend his/her case
- He/she have the right to appeal against his/her position
- In certain cases West Limerick Independent Living may reserve the right to offer counseling to the alleged perpetrator
- When all the facts have been collected the alleged perpetrator may face a disciplinary hearing to explore the allegations made against him/her
- The complainant is formally informed of any action taken against the perpetrator
- West Limerick Independent Living reserves the right to relocate the complainant or perpetrator, where it is necessary for the effective running of the department
- In cases where it is discovered that the complainant made a false accusation against an employee for sexual harassment, the complainant will face gross misconduct charges resulting in an immediate disciplinary hearing
- West Limerick Independent Living will monitor the workplace to ensure there is no follow-up action, victimisation or future incidents.

Bullying and harassment

Everyone has his/her own understanding of what constitutes bullying and harassment. The way each of us perceives another person's comments or actions are important in deciding what is or is not bullying. It is therefore important to be aware of things that are considered bullying, harassment or victimisation and what to do about it if it happens. West Limerick Independent Living will not tolerate bullying.

What is bullying?

Bullying can be verbal, physical or psychological aggression engaged in by an employee or a group of employees against another employee. It is any form of persistent or once-off intimidation and victimisation that may cause an employee to feel a sense of isolation in the workplace. Bullying is therefore a destructive behaviour and in an employment context is an impediment to effective work. It can take the form of:

- | | |
|---------------------------------|---|
| • Intimidation | • Verbal Threats |
| • Isolation | • Physical Threats |
| • Victimisation | • Humiliation |
| • Exclusion | • Excessive Controlling Behaviour |
| • Shouting | • Unreasonable Behaviour or task assignment |
| • Abusive Behaviour | • Posters, Banners, Emails and Emblems that cause offence |
| • Constant Criticism or nagging | |



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	28 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

What to do if you feel bullied?

The Informal Procedure

The purpose of the informal procedure is to ensure that the majority of cases of this nature will be handled effectively, efficiently and in a confidential and sensitive manner. The informal procedure is used in a situation where an offensive incident has occurred and the victim approaches the perpetrator directly and requests him/her to stop. The victim should inform the individual of West Limerick Independent Living's bullying, harassment and victimisation policy and advise him/her that a second occurrence of this nature will result in a formal complaint.

In instances where the employee is unsure of whether the behaviour constitutes a form of harassment they should discuss this with either their Manager or a colleague. Employees are encouraged to seek support from their Manager or whoever they deem to be appropriate.

Mediation

The objective of mediation is to resolve the matter speedily and confidentially without the recourse to a formal investigation and with the minimum of conflict and stress for the individuals involved. Mediation requires the voluntary participation and co-operation of both parties in order to work effectively.

An assigned mediator, either an internal or external person, will meet with both parties, usually separately to begin with to discuss the alleged offending behaviour. The mediator will bring both parties together with the aim of reaching a common understanding and agreement on acceptable future behaviour.

A mediated agreement seeks to restore harmonious working relationships and will not result in the issues being dealt with under the disciplinary policy. This process facilitates the minimum of documentation and records.

Any information that emerges during the course of the mediation process remains strictly confidential and cannot be disclosed as part of the formal investigation, should one be pursued.

The Formal Procedure

In the event that the informal complaint has failed or the harassment is repeated, the victim will progress to the formal procedure. These are the steps that individuals must follow in this procedure:

- Make his/her initial complaint in writing their Manager
- If the Manager is involved in the incident make the complaint to the next Manager in succession
- All complaints will be treated in the strictest confidence
- Only individuals necessary to the investigation will be involved from the initial stages
- Management, or an independent advisor if West Limerick Independent Living deems appropriate, will be assigned to thoroughly research the case
- Interviews will be held to establish a thorough understanding of the facts of the alleged complaint
- All material received will be treated with the highest level of sensitivity



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	29 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

- Where necessary parties to the procedure may in some cases be sent home with pay to enable parties to investigate the complaint
- When the investigation has been completed all the facts will be summarised and where possible a decision made as to whether bullying or harassment has taken place
- An interview will be held with the alleged perpetrator to establish what action is to be taken
- He/she will be given a copy of the complaint in advance of the hearing
- He/she will have the right to have someone present in the room representing them
- He/she has the right to defend his/her case
- He/she has the right to appeal against his/her position
- In certain cases West Limerick Independent Living may reserve the right to offer counselling to the alleged perpetrator
- When all the facts have been collected the alleged perpetrator may face a disciplinary hearing to explore the allegations made against him/her
- The victim is formally informed of any action taken against the perpetrator
- If appropriate and at West Limerick Independent Living's discretion, the Company reserves the right to re-locate the victim or perpetrator, where it is necessary for the effective running of the department
- In cases where it is discovered that the victim made a false accusation against an employer for harassment, the victim will face gross misconduct charges resulting in an immediate disciplinary hearing

Steps to be taken if Bullied or Harassed at Work

If an employee believes that they are the victim of harassment or bullying they should note the following key points:

- Remain as calm and collected as possible
- Record the incidents including days, dates, times and what was said during the alleged incidents and if there were any witnesses to help their case
- Write down how the incident of bullying made them feel at the time
- Try and confront the bully and inform him/her that they find his/her behaviour unacceptable and ask them to stop immediately
- Talk to their Manager or a colleague about the incidents
- Keep copies of any materials they receive from the perpetrator as this may be needed at a later date
- Re-read this policy on Bullying, harassment and victimisation
- Do not feel they have encouraged this behaviour or brought this on themselves.

Any kind of harassment is serious. People who harass colleagues, customers or others can:-

- Be issued a warning
- Be demoted
- Be dismissed.

All employees should make sure that their words or actions do not upset others.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	30 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Substance Abuse

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of the company while they are on company premises or elsewhere on company business.

- The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on company property or in working hours is prohibited.
- Being under the influence of illegal drugs, alcohol, or substances of abuse on company property and/or in working hours is prohibited.
- Working while under the influence of prescription drugs that impair performance is prohibited. (This should be discussed with management)
- Concealing drug paraphernalia, equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance is also strictly prohibited.

Illegal drugs are defined as:

Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated by law. Or, any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a medical practitioner, or inhalants used illegally.

West Limerick Independent Living defines being under the influence as:

- A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or any other substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the company’s policy on drugs and may result in an employee facing disciplinary action, up to and including immediate termination.

For example:

- Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.
- Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

Employees should also be aware that in addition to disciplinary procedures, breach of West Limerick Independent Living policy on Substance may also result in a criminal prosecution.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	31 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Leave Policies

Annual Leave Policy

The purpose of this policy is to ensure that all employees enjoy the benefit of their annual leave entitlements, reflecting West Limerick Independent Living's commitment to the health and welfare of all its employees.

The West Limerick Independent Living holiday year runs from 1 January to the 31 December. Annual leave entitlement is calculated on a pro-rata basis for any year in which the employee has not worked the full holiday year.

Full-time employees

All full time employees (i.e. those contracted to work the standard 40-hour week) will be eligible for holiday entitlements on an accrued basis equal to a minimum of 20 days per leave year.

Part time employees

If you are contracted to work less than 35 hours per week, you will accrue 8 per cent of hours worked as holiday hours.

Fixed term contractors

Your core holiday entitlement will be pro rata according to that portion of the holiday year that you are an employee of West Limerick Independent Living.

Public holidays

Employees are entitled to public holidays in addition to holiday entitlements accrued as above. West Limerick Independent Living observes the following public holidays in the Republic of Ireland:

- New Year's Day
- St. Patrick's Day
- Easter Monday
- First Monday in May
- First Monday in June
- First Monday in August
- Last Monday in October
- Christmas Day
- St. Stephen's Day

Public holidays and part- time workers

If the public holiday falls on a day on which you do not normally work, you will be entitled to an additional day's pay or the pro-rated time off according to the percentage hours you are contracted to work relative to the standard 40 hour week in respect of that public holiday. In the case of payment it is subject to tax and statutory deductions and will be paid to you with your salary at the end of the relevant week.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	32 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Absences affecting annual leave

Absences from work (other than maternity leave, adoptive leave, parental leave, force majeure leave or annual leave etc) may reduce your entitlement to annual leave (including public holidays).

For example, at the organisation's discretion periods of sick leave, depending on the length of any sick leave, may not be included when calculating annual leave entitlement.

Procedure for taking holiday

Holiday requests should be made to your Manger or Service Coordinator, giving as much notice as possible and this should not be less than 2 weeks. Ideally you should give twice the length of the holiday being requested in notice i.e. if you request a two-week holiday you should give four weeks notice.

All holidays must be authorised by the Manager and your request will be facilitated as far possible with regard to your work. To avoid disappointment or cancellation you are strongly advised not to book your holiday before agreement has been given.

Before you go on holiday, you must have a brief meeting with your PSS Coordinator, setting out any important matters which might arise in your absence and naming the person who has agreed to keep matters under review during that time.

Unused holiday entitlement and overrunning holiday entitlement

You are expected to use all your holiday entitlement in the holiday year in which it accrues if at all possible.

West Limerick Independent Living acknowledges that some individuals will accumulate large holiday balances and in such cases those individuals are expected to make an effort to clear their balances over a reasonable period of time.

With the consent of your Manager, you may carry forward up to 2 days' holiday from one holiday year to the next. Any accrued but unused holiday at the end of the holiday year in excess of this limit will be lost and the firm will not make any payment to you in respect of such holiday.

New Employees

In the event that you commence work for West Limerick Independent Living during the holiday year, your core holiday entitlement for that year will be calculated pro rata to your annual entitlement.

Carers Leave

Carer's leave is given in accordance with current legislation. Subject to certain notification requirements, the right to take Carer's leave applies to any employee (male or female) who has one year's continuous employment with the organisation as at the date of commencement of that leave. Such leave is unpaid and may be taken for the purpose of caring personally for a "relevant person" for a maximum period of 65 weeks. For full details of this leave, please contact Management.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	33 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Compassionate Leave Policy

In cases of family bereavement, (mother, father, husband, wife, partner, child, sibling) it may be appropriate to grant paid compassionate leave. Any period of compassionate leave should be agreed with your manager.

Force Majeure Leave Policy

You are entitled to paid leave where for urgent family reasons, owing to the injury or illness of an immediate relative (child, spouse or partner, brother or sister, parent or grandparent), your immediate presence at the place where that person is, is indispensable.

The maximum entitlement is restricted to 5 working days in any period of 36 consecutive months of which a maximum of 3 days is permissible in any period of 12 consecutive months. Absence for part of a day is counted as one day of force majeure leave.

By its very nature, it is rarely possible to give advance notice of the need to take force majeure leave. However, as soon as practicable you should contact your manager/supervisor to advise that you will not be coming into work and, as soon as possible after taking the leave, you must complete the Force Majeure Leave Notification Form and return to management.

Abuse of force majeure leave is a serious disciplinary offence which will be dealt with under the organisation's Disciplinary policy.

Jury Service Policy

Jury service makes a valuable contribution to the community and we support all employees who are called for jury service. If you are called for jury service, you must inform your manager/supervisor of that fact and of the date and expected duration of the service. You must also send a copy of your Jury Summons to your manager for records.

We may also require you to produce a letter from the Registrar confirming the days on which you actually attended for jury service. Subject to these requirements, full pay will be continued during jury service.

Leaving West Limerick Independent Living

If under the terms of this policy you have accrued but not used your full holiday entitlements as of your date of termination of employment, you will be paid in lieu of that entitlement.

If you have taken more holidays than have accrued, a deduction will be made from your final salary of a cash sum equivalent to payment for the number of days holiday taken but not accrued.

If you cease to be an employee of the organisation during the week ending on the day before a public holiday and have worked for the 4 weeks preceding that week, you will be entitled to an additional day's pay (subject to tax and statutory deductions) in respect of that public holiday.

Holidays must not be taken during your period of notice, except with the prior approval of your Manager (and subject to the requirements of the Organisation of Working Time Act 1997).



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	34 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Maternity Leave Policy

West Limerick Independent Living wants your time at work while you are pregnant, your maternity leave and your return to work to progress as smoothly as possible.

The legal rules applying to maternity leave can appear complicated. We have therefore tried to make this policy as straightforward as possible. However, should you require any further information, please approach management in absolute confidence.

All female employees who are pregnant, have recently given birth or are breastfeeding have legal entitlements. If you are pregnant you are entitled to minimum maternity leave of not less than 26 consecutive weeks. This entitlement is subject to you:

- Notifying your employer in writing of your intention to take maternity leave as soon as is reasonably practicable but no later than 4 weeks before your maternity leave begins
- Producing at the time of notification a medical or other appropriate certificate confirming the pregnancy and giving the expected date of confinement.

If you have taken the minimum statutory maternity leave of 26 weeks you are also entitled to a maximum of 16 weeks additional unpaid maternity leave which must commence immediately after the end of the maternity leave.

What are employee's rights when on fixed term contract?

An employee's contract ends on the last day of your fixed term contract and not on the last day of your maternity leave.

What about ante-natal and post-natal leave?

Employees are entitled to paid leave for ante-natal and post-natal care. The employee must give the employer at least 2 weeks notice before each appointment except in the case of the first appointment.

How are employees paid while on maternity leave?

Employees are entitled to maternity benefit payable by the state for 26 weeks, provided that they are employed by the employer immediately before the first day of the maternity leave and satisfy certain PRSI contribution conditions.

What are the PRSI contribution conditions?

One of the following requirements must be satisfied if an employee is to qualify for maternity benefit:

- An employee must have at least 39 weeks PRSI contributions paid in the 12 month period prior to the first day of maternity leave or
- An employee must have at least 39 weeks PRSI contributions paid since first starting work



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	35 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

For further information on the issues below and any other details on Maternity Leave in West Limerick Independent Living please speak to the Manager.

1. Ante-natal and post-natal care
2. Sickness
3. Maternity Leave entitlement and State Maternity Benefit (“SMB”)
4. Before you go on Maternity Leave – notice requirements
5. What happens if my baby is born before I have started my maternity leave?
6. What happens if my baby is born later than expected?
7. What if my child is hospitalised during my maternity leave or additional maternity leave.
8. Holidays
9. Bonus
10. Returning to work after maternity leave/Not returning to work
11. Breastfeeding
12. Health and Safety

Parental Leave Policy

Parental Leave provides parents with time off from work to care for their children. This policy explains your legal entitlement to Parental Leave and the procedures necessary to exercise it.

Eligibility

The right to take Parental Leave applies to any employee (male or female) who has one year’s continuous employment with the organisation as at the date of commencement of Parental Leave and who is the natural or adoptive parent of a child. (There are limited exceptions to the requirement to have one year’s continuous service; please contact management if you need more information.)

Entitlements

Subject to the notification requirements set out below, if you are eligible, you may take up to 14 weeks’ Parental Leave in respect of each child. This leave is to be taken before the child’s fifth birthday (subject to certain modifications in respect of adopted children). Parental Leave may only be taken at such times and in such blocks as agreed with your manager. In no circumstances will Parental Leave be granted for a block of less than 3 weeks.

If you are entitled to Parental Leave in respect of more than one child, no more than 14 weeks’ Parental Leave may be taken in any 12 month period (this restriction will not apply in the case of multiple births).

Notification requirements

You should inform your manager of your intention to take Parental Leave as soon as you reasonably can. In any event, in order to qualify for Parental Leave, you must give the Manager written notice of your intention to take it not later than 6 weeks before the proposed date of commencement of that leave. Notice must be given in the standard Parental Leave Notification Form, and then sent to management.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	36 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

On receipt of your application the Manager will check that you are eligible for Parental Leave. You are therefore required to include with the Notification Form a copy of the child's birth certificate or other satisfactory evidence (e.g. adoption order) of your relationship to the child. You are also required to confirm whether you have already taken Parental Leave in respect of the child while with a previous employer. We may contact your former employer/s to verify this information.

Where Parental Leave is granted, not later than 4 weeks before the commencement of that leave, the organisation will provide you with written confirmation specifying the date of commencement of the leave, its duration and the manner in which it will be taken.

Paternity Leave Policy

Where possible, expectant fathers should arrange to attend antenatal classes outside of your normal working day. However, if this is not practicable, you are entitled to paid time off to attend the last two ante-natal classes in a set of ante-natal classes. Please note this is a once-off entitlement i.e. you are only entitled to it in respect of one child. You must give the Manager at least two weeks' notice of the times and dates of the classes and provide a copy of your appointment card or other appropriate document indicating the time and date of the classes.

Fathers are also entitled to take up to three days' paid special leave during or after the birth of your child or at the adoption of a child. Such leave should be taken in agreement with your manager/supervisor and must be taken within the first month following the date of the child's birth or adoption. If you require further information regarding Paternity Leave, please contact your Manager.

New parents (other than the mother of the child) are entitled to paternity leave from employment or self-employment following birth or adoption of a child. The Paternity Leave and Benefit Act 2016 provides for statutory paternity leave of 2 weeks. You can start paternity leave at any time within the first 6 months following the birth or adoption placement.

Your entitlement to pay and superannuation during paternity leave depends on the terms of your contract of employment. Employers are not obliged to pay employees who are on paternity leave. You may qualify for Paternity Benefit from the Department of Social Protection if you have sufficient PRSI contributions.

What is Adoptive Leave?

An adopting mother or sole adopting male is entitled to paid adoptive leave of 14 consecutive weeks beginning on the date of the placement of the adoptive child. An additional unpaid 8 weeks adoptive leave is also available which begins immediately at the end of the first 14 weeks period of leave.

How am I paid while on Adoptive Leave?

An adopting mother, a sole male adopter or an adopting father if the mother dies, is entitled to adoptive benefit provided the employment is covered by the Adoptive Leave Act, 1995 and certain PRSI contribution conditions are satisfied (same as Maternity Benefit conditions).



	West Limerick Independent Living CLG Policies			
Title:	Employee Handbook			
Page:	37 of 80	Policy. No.: WLILP10	Date July 18	Issue No. 1

Sickness Absence Policy

Medical/dental appointments

Except in emergencies, you must inform your Service Coordinator in advance of any medical or dental appointment during work hours. Wherever possible, appointments should be arranged for times outside of your normal working day.

Time recording

Time lost due to illness, injury etc. will be recorded in accordance with the organisation's policies.

Advising absence

If you are unable to attend work due to illness or incapacity, you must inform your Service Coordinator or Manager not less than one hour before you are due to start work on the first day of such absence. In the event that you are too ill to contact your Service Coordinator or Manager, you should make arrangements for someone to do so on your behalf. You should also advise of your anticipated date of return to work. If you are unsure as to when this might be, you must contact your Service Coordinator each morning before 10.00 a.m. or in the event that the absence spans several weeks, each Monday before 10.00 a.m.

Sickness certification

On your return to the office following a period of absence due to illness or incapacity, for more than 2 days, a medical certificate covering the entire period of absence must be provided. In the case of absence lasting more than one week, medical certificates must be sent in to your Service Coordinator each week to cover the entire period of absence.

The organisation reserves the right to require a medical certificate covering absences of less than 3 days.

Not more than 6 uncertified sick days will be accepted in any 12 month period. Should the number exceed this or if management has concerns that there is an unacceptable pattern in absences the employee may be asked to attend the company doctor for an assessment of their condition.

Medical examinations

If you have been absent from work for a total of 20 working days or more in any 12-month period, the organisation reserves the right to require you to be examined by a doctor of the organisation's choice. In certain circumstances (e.g. where absence from work shows an unacceptable pattern) the organisation reserves the right to require you to be examined by a doctor of its choice where your absences total less than 20 working days in any 12-month period. In either case, you agree to give your consent to such an examination and to any medical report resulting from the examination being given to management.

Sick pay policy

An employee who has a certified illness and is absent with a sick certificate for any period of time may qualify for Illness Benefit payment from the Department of Social Protection.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	38 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Returning to work after a long-term illness

If you wish to return to work after a long-term illness, you will be required to meet with a doctor of the company's choice in order that your capability to return to your role can be assessed. You agree to give your consent to such an examination and to any medical report resulting from the examination being given to management and made available to your Board of Directors. If you are capable of returning to work but not to the same role or on the same conditions, management will consider the situation to see if it is practicable to find a suitable alternative within the company. The company cannot guarantee suitable alternative work will be available, however it will endeavour to make reasonable accommodation where possible. Where such alternative work cannot be found it may have no alternative but to terminate your employment.

NON-COMPLIANCE WITH/ABUSE OF SICKNESS ABSENCE POLICY

Failure to comply with any requirement of this policy may lead to the instigation of disciplinary procedures. Absence/s from work whether or not medically or self-certified which show an unacceptable pattern or which, in the opinion of the organisation, are not reasonable may lead to serious disciplinary procedures up to and including termination.

Data Protection Statement

As your employer, West Limerick Independent Living needs to keep and process information about you for normal employment purposes. The information we hold and process will be used for our management and administrative use only.

We will keep and use it to enable us to run the organisation and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment ends and after you have left. This includes using information to enable us to comply with the employment contract, to comply with any legal requirements, pursue the legitimate interests of the organisation and protect our legal position in the event of legal proceedings.

On commencing employment you will be made aware of West Limerick Independent Living's clear and open policies about the data processing and the rights of the employees. These policies will include data protection policy and a privacy statement and are available on the company website www.limerickcil.com.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	39 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Disciplinary Procedure

The organisation aims to help and encourage all employees to achieve and maintain acceptable standards of performance and conduct while at work. This procedure is designed to emphasise and encourage improvements in employee conduct, and should not be viewed primarily as a means of imposing sanctions. Nevertheless, problems may occur from time to time and in such circumstances the firm will follow the procedures set out below, which may lead to dismissal.

Investigation

All steps under this procedure will be taken as quickly as practicable, but no action will be taken under this procedure until there has been an investigation into the relevant facts.

In more serious cases of misconduct or poor performance, an investigating officer may be appointed who will have no previous involvement in the case and will not be involved in any future hearing as a decision maker.

In cases of poor performance, the investigating officer will gather evidence of the employee's poor performance. This may involve interviewing the employee's supervisors, gathering job review forms and the objectives set during the last performance review meeting and/or current job. In cases of misconduct, the investigating officer should examine the circumstances surrounding the alleged incident/s of misconduct, which may include the gathering of witness statements where relevant.

It may be appropriate for an employee to be suspended on full pay pending the outcome of an investigation. Any period of suspension will be for the minimum period that the West Limerick Independent Living considers reasonable in light of the circumstances of each case.

A suspension is not a disciplinary penalty but rather a precautionary measure and will not prejudice any disciplinary hearing.

Whether the case relates to poor performance or misconduct, the investigating officer will put together a file of the relevant material, which will be referred to during the hearing. A copy of the file will be given to the employee, normally at least 24 hours before the time of the hearing, and to the line manager/most senior manager and (if appropriate) HR representative ("the panel") who will run the hearing.

In less serious cases of misconduct or poor performance where there is no investigation, the employee will normally be given at least 24 hours notice of the hearing and a full description of the matter to be discussed at the hearing.

Disciplinary Policy

West Limerick Independent Living's reputation is maintained by the high standards of work, conduct and appearance of our employees. The required standards will be discussed with employees during the probation period and acceptance of these standards is a basic part of an employee's employment contract with West Limerick Independent Living.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	40 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Every company needs standards, rules and regulations to ensure smooth operation. If these rules are not upheld, it is important that a disciplinary procedure be in place to deal with the situation. Employees have access to procedures whereby alleged failures to comply with these standards may be fairly and sensitively addressed.

There may be times when employees fail to meet the standards of work, conduct and appearance or who disregard basic rules and regulations. In most of these cases, the company will try to help overcome the problems. It is important for you to understand that failure to reach the required standards of work and conduct or to follow the rules and regulations will result in disciplinary action that may include dismissal. If the Company views an incident sufficiently seriously the person may be dismissed immediately and the normal procedures will not apply.

The company does not have a system of penalties related to the seriousness of a particular offence. It is more important to understand what has led to the situation, and to prevent a recurrence of the situation. Issues will always be discussed with the employee concerned who will, of course, be given the opportunity to make comment, reply or to explain before any decision concerning disciplinary action or dismissal is taken. Employees may be accompanied at any formal interview by a relative or a colleague.

Anyone who has been warned of dismissal and is on a final trial period may discuss his/her case with the Manager and all disciplinary procedures may be appealed to the Board. The disciplinary appeal board will consist of members of the Board of Directors, Manager and, if required, a legal advisor.

West Limerick Independent Living's Disciplinary Procedure

Procedures that normally apply are set out below:

In certain cases it may be difficult to deal with incident immediately so the employee may be suspended on full pay until a more convenient time.

Depending on the manager's view of the seriousness of a particular incident, the person may be dismissed immediately without the procedure having been followed or it may have been followed in part. This will only be the case for Gross Misconduct, Dishonesty or Gross Breach of Regulations.

Disciplinary Proceeding Stages

Informal Discussion pre-disciplinary

If an employee's standard of work or behaviour falls below an acceptable level the immediate supervisor will informally make them aware that this is unacceptable and point out how it must be improved. This shall be seen as a counseling session and the immediate supervisor will keep a record of the incident.

If the standard of work or behaviour fails to improve or continues to deteriorate or if there is a breach of regulations, the formal disciplinary procedure begins.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	41 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Stage 1 Verbal Warning

- a) A full investigation is held.
- b) A meeting will be held where you will be informed that the continuation of the breach is unacceptable. The problem will be discussed
- c) You will be made aware of the option to have a friend, colleague, or representative present at the interview
- d) You will be made aware of how to improve your conduct and you will be given one month to improve your work/behaviour as agreed
- e) A record of this verbal warning will be placed on your personnel file and you will be given a copy
- f) The verbal warning will be active on your personnel file for 6 months unless there is repetition within the agreed review period
- g) If there is no improvement in the situation, then there will be a re-evaluation of your work/behaviour and the disciplinary procedure will move to stage 2

Stage 2 First Written Warning

- a) A full investigation is held
- b) You will be made aware of the option to have a friend, colleague, or representative present at the interview
- c) A meeting will be held to establish what improvements must be shown and you will be given one month to make these improvements
- d) You will receive a written warning that will be active on the personnel file for 1 year unless there is repetition within the agreed review period
- e) If there is still no improvement in the situation, the disciplinary procedure will move to stage 3

Stage 3 Final Written Warning

- a) A full investigation is held.
- b) You will be made aware of the option to have a friend, colleague, or representative present at the interview
- c) A meeting will be arranged for discussion and planning and a date will be set to reappraise the expected improved level of conduct or performance
- d) You will receive a final written warning that will be active on your personnel file for 1 year unless there is repetition within the agreed review period
- e) At this stage you will be warned that unless improvement occurs you may be dismissed, suspended or demoted
- f) If there is still no improvement, the disciplinary procedure may move to stage 4 or 5, to appropriately deal with the situation

Stage 4 Suspension

- a) A record of a suspension will be retained on your personnel file for 1 year unless there is repetition within the agreed review period
- b) Depending on the situation, there are different forms of suspension available.
- a) Suspension without pay.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	42 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

- b) If your work or conduct has not improved through the stages, you will be suspended without pay
- c) Suspension with pay.
- d) You may be suspended with pay to facilitate an investigation. In certain instances, an employee will go directly to this stage, i.e., for instances of gross misconduct or gross breaches of regulations
- c) Before a suspension occurs, a meeting and discussion will be held
- d) You will be made aware of the option to have a friend, colleague, or representative present
- e) Except in the instance of gross misconduct, an investigation will occur before the suspension
- f) If there is still no improvement in the situation, there is a possibility of a progression to stage 5

Stage 5 Dismissal

- a) Before the dismissal, a meeting will be held and you will be made aware of the option to have a friend, colleague, or representative present
- b) A full investigation will be held
- c) You will then have received all possible support and opportunity to improve. There will be two options available at stage 5. The option taken will depend on the situation.

Option 1

An employee will be dismissed or demoted if they have failed to improve during the previous stages

Option 2

An employee will be dismissed or demoted without going through the previous stages of procedure in an instance of gross misconduct, dishonesty or gross breach of regulations

Appealing the Decision

Throughout the disciplinary process employees have the right to appeal to the Board of Directors. An appeal panel will consist of members of the Board of Directors, Manager and, if required, an employee advisor.

What are the implications of Gross Misconduct?

Where an employee is guilty of gross misconduct they may be summarily dismissed, i.e. without notice or without going through the warnings procedure. Some standard examples include:

- Theft
- Changing or giving false information on employment records, time sheets or other required information/documentation
- Physical assault, verbal abuse, harassment or bullying
- Inappropriate use of internet, e-mail or information technology facilities
- Intentionally causing the destruction of company property
- Being under the influence of or carrying illegal drugs or alcohol
- Unauthorised removal of company property in person or by any means



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	43 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

-
- Operating equipment or tools in a manner that would cause harm to self or others
 - Sleeping on the job
 - Insubordination
 - Refusing to co-operate with a reasonable investigation
 - Having guns or explosives
 - Allowing company confidential information to fall into the hands of non-company personnel
 - Breach of Health and Safety

Where the seriousness of a situation leads to a later entry point in the disciplinary procedure, the employee should be clearly aware of this and given reasons to justify the action. There should be no doubt in the employee's mind of the seriousness of the situation or of the consequences, including possible dismissal.

For example, breaches of standards of behaviour or safety standards that might endanger the employee themselves, others in the workplace or clients cannot be tolerated and must be dealt with quickly and severely.

Situations of gross misconduct, (e.g. causing deliberate damage to company/client property), cannot be allowed to continue and usually result in the application of a later stage of the disciplinary procedure.

While gross misconduct may allow West Limerick Independent Living to short circuit the stages of disciplinary action bypassing early warning stages, it will not remove the employee's right to natural justice. This means that West Limerick Independent Living will investigate all allegations, put the charges to the employee and allow him/her to respond. Only when a full investigation has been carried out can a decision to dismiss be made.

Other forms of misconduct include:

- Consistently poor time-keeping
- Minor breaches of smoking regulations
- Being absent without reasonable permission or reasonable excuse
- Deliberately withholding information which obstructs the work of West Limerick Independent Living
- Deliberately bringing West Limerick Independent Living into disrepute

It must be recognised that this policy and procedures document does not list all forms of misconduct and that every case of misconduct will be dealt individually.

What are an employee's Natural Rights?

Each and every individual has the right to a fair and impartial hearing when faced with an allegation. The disciplinary interview reflects these rights.

Employees have the right to know the case against them.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	44 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Where an employee is suspected of a breach of the disciplinary procedure, the supervisor needs to establish what the employee did and decide if there is sufficient proof of the action. The allegations should be documented and presented to the employee. The employee has a right to be accompanied at all times.

- **The right to have and the opportunity to use representation.**

The employee should be notified before the interview that he/she may have a friend, colleague or representative accompany them at any meetings connected with the matter.

- **The right to reply to the accusations.**

The employee should be informed of the right to consider the allegations and make a reply to the supervisor within a specified period of time. Some employees may decide to do so immediately, others may decide to review the situation in private. The supervisor and employee should agree a mutually acceptable time frame e.g. 24 or 48 hours for the employee to provide a written reply.

- **The right to have the case investigated and heard without prejudice.**

The employee should be given the right to present his/her reply to the supervisor and any other relevant personnel. If there have been witnesses involved in the investigation to this point, the employee should be allowed to interview these witnesses. The employee has the right to have a representative in attendance through this stage. Should the employee present further relevant information, the supervisor must consider the information and carry out any further investigations required to verify such information without prejudice to the employee or other parties involved. Once all investigations are complete the supervisor must consider all the facts presented, consider any mitigating circumstances presented by the employee and decide if there is sufficient proof to uphold the original allegations without reasonable doubt.

- **The right to be informed of the outcome of a disciplinary meeting without delay.**

The employee should be informed of the decision and be informed that he/she has the right to appeal the final decision to a nominated person or persons. Any person involved in making the decision must not be involved in the appeal process.

- **The right to appeal.**

The employee should make the appeal in writing within 10 working days of the final decision and have that appeal heard without prejudice. The person or persons hearing the appeal may consider the earlier investigation and decide that no further action is necessary on their part. They may decide to carry out additional investigations themselves and may, as a result, overturn a prior decision



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	45 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Security: Procedures - Email and Internet

Business Usage

The company is committed to maintaining a professional working environment and, in compliance with legislation, to ensuring that all employees maintain their individual rights to work in an environment based on mutual respect and free of any form of harassment.

To protect West Limerick Independent Living, its employees and clients the following policy has been set out to clarify for all employees what is acceptable use of Email and the Internet.

West Limerick Independent Living's position in relation to the usage of Email and the Internet access is that it is for business/work related purposes and employees are strongly encouraged to use it.

This policy applies to all people who:

- Have access to the West Limerick Independent Living 's systems, or
- Are employed directly by West Limerick Independent Living, or
- Are employed indirectly by West Limerick Independent Living (e.g. temporary employees hired through an agency), or
- Perform work on behalf of the West Limerick Independent Living (e.g. independent contractors).

The right is reserved to change this policy at any time upon written notification being provided to all concerned. Any usage, which is considered inappropriate or contradictory to the above will be dealt with under the company's normal disciplinary procedures.

It is important for employees to be aware that they are responsible for all activities, including Email and Internet usage that occur under their login.

Inappropriate Usage

In using either Email or the Internet employees must not send or permit to be sent, on behalf of the company, any Email message, attachment to an Email, or posting to a bulletin board which:

- May damage West Limerick Independent Living 's reputation or its relationship with clients or providers/suppliers, or which may embarrass or cause any loss to either West Limerick Independent Living or its clients
- Is illegal, defamatory, offensive or damaging, or which may be considered by others to cause distress. Examples may include sexual, racial, religious or other harassment or discrimination
- Is considered pornographic or offensive be it image, text, cartoon, joke, wallpaper, screensaver or executable
- May infringe intellectual property rights such as copyrights or patents
- May introduce a virus or other malicious software to any West Limerick Independent Living, client or provider network
- Constitutes 'junk' Email, for example non business messages posted to multiple addresses
- Is for commercial purposes, unrelated to West Limerick Independent Living
- Constitutes excessive private use.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	46 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

In addition, it is completely inconsistent with West Limerick Independent Living's insistence on professional conduct for employees to use the company's computing systems or resources to search for, obtain or store the above information from any external network.

Legal Compliance

West Limerick Independent Living, and you as a West Limerick Independent Living employee, are bound to comply with many legal requirements including copyright laws, privacy and data protection laws and computer abuse laws, therefore;

- Do not use or distribute pirated software (Only management approved software is allowed on West Limerick Independent Living machines)
- Do not provide third parties with access to information that is the property of, or safeguarded by West Limerick Independent Living
- Do not store personal information on individuals without ensuring it is consistent and compliant with relevant legislation.

In the event of litigation against the West Limerick Independent Living, Email communications and Internet access records can be subject to examination by the courts.

Email

Email communications with users, providers, clients and other third parties are treated in the same way as letters or faxes and are subject to the same standards of preparation, review, approval and storage as apply to these other forms of communication. This means the Email communication must:

- Be professionally written and structured using business English
- Be available as required by either: appropriate archiving, using shared mailboxes or printed and put on the physical file as appropriate

Be restricted as appropriate, i.e. no sharing of inboxes, no auto forwarding rules. This is to respect the senders privacy and expectation that only the designated recipients (or their nominees) will receive the mail. If it is forwarded subsequent to reading, a judgement call has been made.

Email communications are not an instant or secure medium and as such, the use of Email for messages of a confidential, complex or critical nature is not recommended without the careful application of all the appropriate safeguards. Employees must not send or permit to be sent, on behalf of the organisation, any Email message, attachment to an Email, or posting to a bulletin board, which makes representations or expresses opinions purporting to be those of West Limerick Independent Living without the express authority of management.

While virus detection software is in place, particular care must be taken when exchanging attachments with any third party. Do not open attachments that look suspicious or are from an unknown sender. If in any doubt contact management.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	47 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Internet

When connected to the West Limerick Independent Living networks, either locally or remotely:

- Personal Internet accounts must not be used
- Connection to a client or third party network must not be made
- Non West Limerick Independent Living Email accounts (e.g. Hotmail, Yahoo) are not to be used for sending or receiving West Limerick Independent Living, user, client or provider information at any time.
- Personal use of these facilities may result in disciplinary proceedings.
- Downloading of illegal images or information may also lead to criminal prosecution.

Strict policing of this policy lessens the chances of systems being hit by computer viruses and, as such it is extremely important that employees understand the importance of adhering to this policy.

Monitoring and Control

Email and Internet usage may be monitored. Blocking software is employed to prohibit access to Internet sites considered inappropriate, though not all accessible sites are necessarily appropriate. In addition, attachments such as executable programs, encrypted files, picture and video formats, sound files, HTML code, zipped files etc. may be blocked.

It must be recognised that the examples cited in this policy cannot be treated as a definitive list. Instances may fall within more than one definition depending on the facts and circumstances of each case.

This policy is designed to facilitate the use of the Internet and Email as powerful business tools within the working environment based on respect and free from any form of harassment. As such all employees should familiarise themselves with it and ensure it is adhered to at all times.

- If you require further clarification or wish to make any comments in relation to the above policy, please contact management



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	48 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

CCTV SYSTEM POLICY

Introduction

The purpose of the CCTV System Policy of West Limerick Independent Living (“the Policy”) is to regulate the management, operation and use of the closed circuit television (CCTV) system (“the System”) at West Limerick Independent Living (“the Company”).

The system comprises a number of fixed and dome cameras located around the company site. The Policy follows the Data Protection Commissioner’s published guidelines and is in accordance with data protection legislation, the General Data Protection Regulation (“GDPR”) when it came into force in May 2018.

The System is wholly owned by the Company.

Copies of this Policy will be available to the public from the Company Office and Company website.

Objectives of the System

- (a) To act as a deterrent against criminal activity affecting property belonging to the company and staff.
- (b) To increase safety of staff, clients and visitors.
- (c) The System will not be used to monitor the movements of staff, clients or visitors.

Statement of intent

The Company will treat the System and all information, documents and data images obtained and used there from as data which may be deemed personal data requiring protection under the Acts.

It is intended that the CCTV cameras will be used to capture images of intruders or individuals damaging property or removing goods without authorization, and release this information to and at the request of, the Gardai.

Information captured as a result of the use of the System will not be used for any commercial purpose. The recorded images shall be stored on data storage device which will only be released to third parties for use in the investigation of a specific crime and with the written authority of the Garda Siochana.

Portable storage containing personal data will never be released to the media or other third parties for any purpose that is not permitted under the Policy without the Data Subject’s consent.

The planning and operation of the System has been designed to ensure that it provides maximum effectiveness and efficiency insofar as is reasonably practicable, but it is not possible to guarantee that the System will cover or detect every single incident taking place in the areas of coverage.

Warning signs, as required by the Code of Practice of the Data Protection Commissioner have been placed at all access points to areas covered by the company CCTVs to inform all persons who may be deemed Data Subjects, of the existence of the System.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	49 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Operation of the system

For the purposes of the GDPR the Data Controller is West Limerick Independent Living. In practice, the System will be managed by the Manager, in accordance with the principles and objectives expressed in the Policy.

The day-to-day management will be the responsibility of the Manager and be approved by the Company Board of Directors. Other personnel may also be authorised by the Company Board of Directors to view recorded images for the purposes outlined in this policy, e.g. the Service Manager.

The Manager's office (referred to in 6 below) will only be staffed by the Company's authorised security and management personnel who shall also adhere to the Policy.

The System will be operated 24 hours each day, every day of the year, except for periods of breakdown or necessary maintenance.

Control Room

The Manager's office is where the system is installed and from where it is controlled. The Manager will check and confirm the efficiency of the System regularly and in particular that the equipment is properly recording and that cameras are functional. The recording equipment is located in a locked cabinet in the Manager's office. The key will be held by the Manager.

Access to the Manager's office will be limited to authorised personnel while recorded data is being viewed.

If out of hours emergency maintenance arises, the Management and or Data Controller must be satisfied of the identity and purpose of contractors before allowing access to the Control cabinet.

During the working day when the Manager's office is not manned the Control cabinet will be kept locked.

Recording procedures

CCTV recording will be maintained at all times. CCTV Monitors are installed in the following areas and will be used in accordance with this policy:

- (a) Reception area in office
- (b) Other locations are front, rear and side of office building.

Should this be a remote monitor its use will be restricted to ensure that staff and customer movements are not being monitored or captured continuously.

Video recording procedures

Recordings are initially made to a hard disk which is located in the locked Control cabinet in the Manager's office. The equipment is programmed to delete images after 28 days automatically. Data can be recorded on to media storage e.g. DVD's for specific purposes in accordance with this policy and with the authorization of the Manager. Such storage will be stored in the locked Control cabinet.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	50 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

In order to maintain and preserve the integrity of the DVDs used to record events from the hard drive and the facility to use them in any future proceedings, the following procedures for their use and retention must be strictly adhered to:

- (a) Each DVD must be identified by a unique mark.
- (b) Before use each DVD must be cleaned of any previous recording.
- (c) The Manager shall register the date and time of DVD insert, including DVD reference.
- (d) A DVD required for evidential purposes must be sealed, witnessed, signed by the Manager, dated and stored in a separate and secure, safety container. If a DVD is not copied for the Gardai before it is sealed, a copy may be made at a later date providing that it is then resealed, witnessed, signed by the Manager, dated and returned to the evidence DVD store.
- (e) If the DVD is archived the reference must be noted.

DVDs may be viewed by the Gardai when requested to assist them in their duties.

A record will be maintained of the release or viewing of DVDs to the Gardai or other authorised persons. A register will be maintained for this purpose.

Should a DVD be required as evidence, a copy may be released to the Gardai under the procedures described in the above paragraph (d) of the Policy. DVDs will only be released to the Gardai on the clear understanding that the recording remains the property of the Company, and both the DVD and information contained on it are to be treated in accordance with this code. The Company also retains the right to refuse permission for the Gardai to pass to any other person the DVD or any part of the information contained thereon. On occasions when a Court requires the release of an original DVD this will be produced from the secure evidence DVD store, complete in its sealed bag.

The Gardai may require the company to retain the stored DVDs for possible use as evidence in the future. Such DVDs will be properly indexed and properly and securely stored until they are needed by the Gardai.

In respect of DVDs not required to be retained for security, crime detection or other legitimate purposes, the Company will ensure its best endeavours are used to safely and properly dispose of the contents of the DVDs after 28 days.

Applications received from outside bodies (e.g. solicitors) to view or release personal data stored on DVDs and held by the Company will be referred to the Company Board of Directors. In these circumstances a copy of the relevant DVD will normally be made available for viewing or released where satisfactory documentary evidence is produced showing that they are required for legal proceedings, a subject access request, or in response to a Court Order.

Breaches of the Policy (including breaches of security)

Any breach of the Policy by the Company staff or any other person with responsibility under the Policy will be initially investigated by the Manager, in order for him/her to take the appropriate disciplinary action.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	51 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Any serious breach of the Policy will be immediately investigated and an independent investigation will be carried out by nominees of the Company Board of Directors to make recommendations on how to remedy the breach.

Assessment of the System

Maintenance and performance of the system, including random operating checks, will routinely be carried out by the Manager.

Complaints

Any complaints about the Company's CCTV system should be addressed to the Manager.

Complaints will be investigated in accordance with Breaches of the Policy (including breaches of security) paragraphs above.

Any person who might be deemed a Data Subject in relation to the System shall be at liberty to make a complaint directly to the office of the Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois.

Access by the Data Subject

The Acts provide Data Subjects (individuals to whom "personal data" relate) with a right of access to personal data held about themselves (including images recorded by the System and stored on DVDs), under the terms of the Acts.

Requests by Data Subjects for such access should be made in writing to the Manager.

The form of access granted may consist of facilities being offered at the Company premises to view the relevant personal data or the release of a copy DVD storing the relevant personal data.

Employees working in Company Service Users Domestic homes

Individuals who use the Company's services may have CCTV Systems installed in their homes to act as a deterrent against criminal activity affecting their property, belonging or to increase personal safety.

Employees when conducting a home visit in the course of their duties, it is critical to always remember that this is the individuals home, individual domestic homes are exempt from the provisions of the Acts, and while employees have a legitimate expectation of privacy in the workplace, this right must be balanced with the rights of individual Service Users in their domestic homes. Data Protection Commissioner outlined that data protection rights should not be used to trump the rights of particularly vulnerable members of society.

Employees should always adopt the expiation that individual service users may have CCTV systems installed their homes monitoring and processing of CCTV images. As a service provider the Company has legitimate interests, responsible for safeguarding the health and life of such individual service users in discharging its duties of care and protection and will request when available CCTV footage in the event of a safeguarding concern.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	52 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Confidentiality and Non-disclosure policy

Client and company confidentiality must be maintained at all times. Employees will not disclose any confidential information relating to West Limerick Independent Living or its client's or suppliers to people not working within West Limerick Independent Living.

Certain company information is highly confidential and in the interests of our clients and the business of the West Limerick Independent Living Limited, all employees are asked to respect confidentiality. In the interest of employee confidentiality only authorised persons will have access to personal data held by the West Limerick Independent Living on employees.

All documents and materials, created, produced or received by an individual in either hard copy or electronic format in the course of employment with West Limerick Independent Living remain the property of West Limerick Independent Living and must be returned to the Office Administrator of West Limerick Independent Living upon cessation of employment with the company in the interest of confidentiality.

General Equality Policy

West Limerick Independent Living is committed to ensuring that all employees, contractors and job applicants receive equal opportunity in all aspects of their relationship with the organisation irrespective of gender, marital or family status, race, sexual orientation, religious belief, membership of the traveller community, age or disability.

This includes consistent and objective standards in recruitment, selection, appraisal, compensation, training and personal development.

Recruitment and Selection

- It is the company's intention to recruit high quality candidates whose skills and experience are most suited to the position.
- Job advertisements will not discriminate and all positions will have an agreed job specification.
- Any qualifications or requirements attached to a job which directly or indirectly restricts those who may apply will only be retained if they can be justified as essential for the effective performance of the job.
- The reasons for selection or rejection of applicants will be recorded and the records retained in accordance with legislation.

Training and Development



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	53 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

All employees will be encouraged to develop to their full capacity. Training and development opportunities will be made available where relevant to job performance to all those who qualify on the basis of skills, experience, potential and qualifications marked against objective criteria. Training will also be provided to meet all necessary health and safety issues.

Advancement depends on assessment of individual performance, potential and the business need for people at the next level.

Compensation and Benefits

The salary review process will be undertaken annually and an adjustment may be made. Any adjustment will be made based on individual performance and the market rate for the job. Eligibility for benefits will be applied consistently across the organisation.

Breach of policy

We believe that all individuals must be treated fairly and without discrimination and accordingly all employees are required to comply with this policy. Any instance of discrimination should be reported immediately to senior management or to your immediate manager.

In the event of a formal complaint, the West Limerick Independent Living Grievance policy will be applied.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	54 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Grievance policy

West Limerick Independent Living strives to build a working environment based on trust and openness, where all employees have the right to expect to be treated, at all times, both fairly and with respect.

Before initiating grievance procedures, employees are expected to have made some effort to resolve grievances directly themselves. The grievance procedure will be used when informal methods of resolving problems fail.

If employees have any concerns or grievances they should, in the first instance and if appropriate, discuss them informally with their immediate Manager / Service Coordinator. However, employees may choose to raise a concern formally. In these circumstances the procedure outlined below will be followed.

In this policy, the term “manager” is used generically to describe the person to whom an employee reports, and therefore includes Managers, PSS Coordinators and Directors as appropriate to the situation.

Stage 1

In the first instance a concern or grievance should be reported in writing to your manager. If the issue concerns your Service Coordinator / Manager you may raise the matter with officers of the Board. A thorough investigation will be undertaken and you will be advised, at the start, of the estimated time this will take. You will be notified in writing of the outcome of the investigations. A summary of any meeting should be recorded and copies of the details of the meeting should be given to all persons in attendance.

Stage 2

Should you wish to appeal against the outcome of Stage 1 or if you feel you cannot approach your immediate Service Coordinator / Manager, you can approach the Officers of the Board or if your grievance is with the Officers of the Board you can go directly to the Board. In any case, you should do so in writing, within seven days (including weekends), to the manager of the person who conducted Stage 1. He/she will reconsider the decision. This may include a formal meeting with you or other individuals involved in the investigation. A summary of any meeting should be recorded and copies of the details of the meeting should be given to all persons in attendance. A decision will be given to you in writing, where possible, within fourteen days (including weekends) of the date of receipt of your notice of appeal.

Stage 3

Should you wish to appeal against the decision made in Stage 2 or if the response is not adequate you should do so in writing, within 4 weeks (including weekends), to the Board of Directors, who will reconsider the decision in the light of all the information available. This may include a formal meeting with you or other relevant parties. A summary of any meeting should be recorded and copies of the details of the meeting should be given to all persons in attendance. A decision will be made and communicated to you in writing where possible, within fourteen days (including weekends) of the date of receipt of your notice of appeal.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	55 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Accompanying colleague

At formal meetings employees may be accompanied by another employee or representative as appropriate and they will be given at least 3 hours' notice to organise this. Accompanying colleagues are required to keep confidential all discussions relating to the grievance. Accompanying colleagues are welcome to participate in the meeting, but may not answer questions on the employee's behalf.

Termination of Employment

When an employment relationship is terminated for whatever reason, it must be carried out in a fair and equitable manner irrespective of the reasons for the termination. The onus is typically placed on the employer to ensure and prove that this is the case.

What are the reasons for terminating employment?

The reasons for termination of employment include the following

- Dismissal
- Termination of a Fixed Term or Fixed Purpose Employment Contract
- Retirement
- Redundancy
- Resignation

Leavers

For all employees leaving the company, the following procedures apply:

- Written notification of your resignation must be submitted to your Manager, stating the date of termination of employment and your last working day, if this is different.
- Once the letter of resignation is received, a brief meeting will be held to outline departure procedures. This should include details regarding your overtime, holidays, benefits exit interview, etc.

P45s are issued by the accounts manager – all queries on this should be directed to the Manager. If you have any additional queries on the leaving process please contact management.

Dismissal

A dismissal takes place when an employer terminates the employee's contract of employment without notice. All dismissals are deemed unfair unless proven otherwise and the responsibility lies with your employer in proving your dismissal was fair.

Full details relating to the process of disciplinary/ dismissal procedures are outlined in the relevant section above. Both employers and employees should follow the steps in the company's disciplinary procedure in succession unless gross misconduct is the reason for dismissal.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	56 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

What is Termination of a Fixed Term or Fixed Purpose Employment Contract?

Employees who are employed under a fixed term contract or purpose contract will have their employment terminated when the term specified in the contract has ended or the purpose of the contract has ended or the purpose achieved. All employees dismissed from service in this manner will receive statutory notice of termination.

Retirement and the process for retirement?

The retirement age for paid workers is 65 years. When an employee retires they are effectively having their employment terminated. An employee who wishes to retire should inform his/her supervisor of the intended date of retirement and confirm his/ her decision in writing. Employees are bound by statutory notice with regard to terminating their employment in this manner.

What is Redundancy?

A redundancy is a termination of an employee's contract of employment by their employer for a number of reasons. These reasons are fully explained under the Redundancy section of this document. All employees of West Limerick Independent Living are entitled to statutory redundancy.

Resignation and the process for resignation

Employees are entitled to terminate their own employment through resignation. Employees must hand in resignation in writing providing the employer with two weeks minimum notice unless otherwise specified in the employee's contract of employment.

'Unfair grounds' for dismissal/termination of employment?

Unfair grounds for dismissal include:

- Trade union membership (when it is not infringing on working hours)
- As a result of taking either maternity, adoptive or parental leave
- If it is due to sexual harassment that has been unchecked by your employer
- If you are taking part or involved in any legal proceedings against your employer
- Age, race, colour or sexual orientation
- Membership of the travelling community
- Religious or political opinions

'Fair grounds' for dismissal/termination of employment?

Fair grounds for dismissal include:

- 1 An incapability for carrying out the work for which the employee was employed
- 2 Incompetence or lack of qualifications to do the work for which the employee was employed
- 3 Unacceptable conduct as outlined by the employer
- 4 Redundancy (where an agreed or fair selection procedure is used)
- 5 A statutory or legal duty requiring employees to cease working or for your employer to dismiss you



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	57 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Redundancy – Qualifying criteria

Employees are only entitled to redundancy if they have 104 weeks of continuous service with West Limerick Independent Living.

Redundancy explained

A redundancy is a dismissal of an employee by their employer for one of the following reasons:

- The business ceasing to operate.
- The workforce being reduced.
- The employee's job ceasing to exist and the employee will not be replaced either because of rationalisation or re-organisation within the company.
- The employer has decided that the work for which the employee had been employed (or had been doing before his/her dismissal) should, in the future, be done in a different manner that the employee is not qualified or trained to do this job.
- The employer has decided that the work for which the employee has been employed (or had been doing before his dismissal) will in future be done by a person who is capable of doing other work for which the employee concerned is not qualified or trained to do.

If normal hours of work are substantially cut are employees entitled to redundancy payment?

When an employer does not need the services of an employee due to a temporary shortage of work, the period when the employee is absent from work is known as a lay-off. If the lay-off is longer than 4 consecutive weeks or 6 weeks over a period of 13 consecutive weeks then the employee is entitled to a redundancy payment.

An employee is said to be on short time for any week in which he/she works less than half of his/her normal weekly hours. Normally this is because the work that the employee does has been reduced. If the employee is kept on short-time longer than 4 consecutive weeks or 6 weeks over a period of 13 consecutive weeks then the employee is entitled to a redundancy payment.

Redundancy entitlements and payments

An employee's notice entitlement depends on the length of continuous service. Notice periods are as follows:

13 weeks - 2 years	1 week
2 years - 5 years	2 weeks
5 years - 10 years	4 weeks
10 years - 15 years	6 weeks
15 years or more	8 weeks

Redundancy payments made by West Limerick Independent Living are in line with minimum statutory redundancy payments.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	58 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Can employees get reasonable time off to find new employment when on protective notice of redundancy?

During the 2 weeks redundancy notice period, an employee is entitled to reasonable paid time to look for work or make arrangements for training for future employment. The employer is entitled to ask for evidence to verify that this time was spent in the pursuit of these aims.

Social Media, Mobile (Cell and Smart) phones and related technologies

Mobile phone's new capabilities, which include the ability to photograph, video or record other people without them knowing is a direct invasion of privacy and confidentiality. Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libellous, or that can create a hostile work environment or could infringe on a service users or their family's privacy and confidentiality.

Employees should not take or post on social media images of service users or their children. Mobile phones cannot be used on company time aside from breaks and lunch and in real emergencies. Breach of this policy may result in disciplinary action.

Gifts and Hospitality Policy

From time to time clients may offer gifts, hospitality or entertainment to employees with whom they have contact as a result of service delivery. However employees should, subject to the procedures outlined below, avoid the giving or receiving of gifts, hospitality, preferential treatment or benefits which might affect or appear to affect the ability of the donor or the recipient to make an independent judgment on service dealings.

Employees may accept gifts from clients or family members who have worked for West Limerick Independent Living, provided:

- the gift is unsolicited,
- under no circumstances should cash gifts be accepted
- the gift is one of very small intrinsic value (e.g. diary, calendar, bottle of wine/spirits etc.),
- the value of such gifts accepted in a year from any one source does not exceed €100 and
- all gifts should be disclosed to that employee's immediate superior.

In all other cases, the gift should be returned to the sender, with a note advising that acceptance would be contrary to West Limerick Independent Living policy. Details of returned gifts must be notified at once to the recipient's superior.

Legitimate out of pocket expense that are incurred by employees while assisting clients during socialising, hobbies, admission fees into cinemas, theatres, clubs, holidays etc., are acceptable and will be paid by relevant service user.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	59 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Safe Driving Policy

This policy defines the conditions with which employees must agree prior to using their own vehicle for driving on West Limerick Independent Living business.

West Limerick Independent Living accepts no liability or responsibility for any accidents or incidents in which an employee is involved while travelling on company business.

Permission to use your own car on West Limerick Independent Living business must first be obtained from your Line Manager.

Staff using their own private motor vehicles to do the company business must indemnify West Limerick Independent Living in relation to any accident. Business Class 2 is required.

Vehicle

When required by West Limerick Independent Living to use your vehicle for company business, you are personally responsible to ensure that:

- Your vehicle is fully insured, including use for such business purposes
- You have an up to date Tax and Vehicle Test Certificates as per legal requirements
- Your car has been fully maintained and is in roadworthy condition
- Your vehicle is not overloaded with materials
- You follow the Rules of the Road, driving regulations and speed limits at all times
- You have a drivers licence which legally permits you to drive and you do not exceed the maximum number of penalty points (currently 12)

When travelling significant distances, or over a number of days, maximum use must be made of public transport, wherever feasible, in order to reduce tiredness and stress associated with driving long distances.

Mobile phones

In accordance with Government regulations, mobile telephones are not to be held on person or used while driving. You are personally responsible to ensure that:

- You do not have your mobile phone switched on whilst driving, unless placed in a fixed in-car hands free set. Mobile phones which are not fixed in car hands free kit, should either be switched off, or have all calls diverted to voicemail or the office.
- You do not carry mobile phone on your person whilst driving, unless it is switched off.
- Should you need to make or receive a phone call, you park your car prior to activating your handset.
- You are required by West Limerick Independent Living to abide by these details of this policy whilst driving on company business.
- The company accepts no liability or responsibility for any accidents or incidents in which an employee is involved while travelling on company business.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	60 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Food Safety & Hygiene Policy

This policy outlines our commitment to ensuring that all Personnel required to handle food as part of their responsibilities do so in a hygienic manner and that food prepared is always safe for human consumption. All employees are asked to adhere to the following guidelines in an attempt to maintain the highest possible standards of hygiene in the operational procedures of food preparation and service within the Service Users homes:

1. Always wash your hands thoroughly before preparing food, after handling raw meat and vegetables, after coughing/ sneezing or using a handkerchief, after using toilet and after handling pets.
2. All cuts and sores should be covered with waterproof dressings before handling food.
3. Never cough, sneeze or smoke near food.
4. Clean work surfaces, equipment and utensils with hot water and detergent.
5. Prepared food should be kept covered and either piping hot or very cool.
6. Thaw frozen foods completely before cooking unless the instructions specifically state "cook from frozen". Cook all food according to the manufacturers instructions.
7. Avoid cross-contamination of foods, i.e. letting hands or raw foods come in contact with cooked foods or storing raw and cooked foods together.
8. Store all refuse in covered containers.
9. Check the 'best before date' on food before using.
10. Always cook food thoroughly.
11. Re-heating of food is not recommended, but if unavoidable, make sure it is reheated until piping hot all the way through. Food should never be re-heated more than once.

Food poisoning can have serious consequences especially for the very young, the elderly and those who are already ill. Symptoms of food poisoning include one or more of the following:

- Stomach pains;
- Diarrhoea;
- Vomiting- this can often be accompanied by fever with headache and shivering.

The management of West Limerick Independent Living are committed to good food hygiene and would like to remind employees that you are welcome to bring any lapses of hygiene in a Service Users home to their attention.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	61 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Hygiene and Infection Control Policy

Maintaining an effective level of hygiene is one of the most important and regularly implemented practices in a service. Effective hygiene measures and practices to assist services to protect all persons from, and minimise the potential risk of, disease and illness. A service should be committed to protecting its service users and employees through the implementation and monitoring of simple hygiene and infection control strategies.

The service promotes hygienic practices and prevents the spread of infections by implementing the following strategies:

- effective handwashing;
- hygienic cleaning techniques;
- handling, storage and disposal of body fluids;
- maintenance of a hygienic environment;
- knowledge of infectious diseases and exclusion guidelines;

When to wash your hands:

- If your hands are dirty If you have been in contact with blood or body fluids (faeces, vomit, spit, pads, pus and urine)
- If you use the toilet
- Before and after you touch a person
- Before you eat, prepare food and after you have touched raw meat
- After you have cleaned your house
- After you feed or touch pets
- After any farming or gardening
- After you handle waste or rubbish
- After you wash soiled clothes
- After you cough or sneeze

Important: You should always cover cuts with waterproof plasters. You should also use hand cream to prevent cracks and breaks in the skin. This will help stop germs getting into the skin.

1. Personnel wear neat, untorn and appropriate clothing
2. Good personal hygiene, including hair and body cleanliness, is practiced
3. Fingernails are clean and trimmed
4. Hair is neat and off the collar
5. Personnel follow strict clothing and linen handling procedures to avoid contaminating their clothes
6. Disposable gloves are worn when handling contaminated equipment
7. Suspected infections are reported so appropriate action can be taken
8. All jewellery on Hands are removed and washed



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	62 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

-
- Dentures are kept in a clean denture cup labeled
 - Comb and brush are separate from toothbrush
 - Oral hygiene brush is in a separate sanitary container
 - Bedpan and wash basin are clean and separated
 - Bedpan/urinal covers are available
 - All equipment is clean
 - Soiled clothes are removed
 - Bar soap is kept in a clean container and labelled

1. Bed, Rails and Mattress Supportive devices (pillows, linen, etc.) are clean, no dirt or dust
2. Clothes are clean and odor-free
3. Wheelchairs, Commodes, Storage and walkers are clean
4. Tubs, Handwashing sink, showers and showerchairs are clean and in good repair
5. Toilet seats and other equipment are clean and in good repair

The management of West Limerick Independent Living are committed to good Hygiene and Infection Control and would like to remind employees that you are welcome to bring any lapses of hygiene in a Service Users home to their attention.

When required, Personal Protective Equipment should be used. Personal Protective Equipment should be available in all Service Users homes, if not, inform the Service User to contact their Public Health Nurse to supply the necessary equipment i.e. gloves and then report the issue to your Personal Support Service Coordinator.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	63 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

General policies

Standard opening hours

The office is generally open for business from 9.30 a.m. to 5.30 p.m. Monday to Friday.

Standard lunch and rest breaks

Employee lunch breaks are in line with statutory requirements. The Organisation of Working Time Act (1997) stipulates that a rest break of 15 minutes should be taken where up to 4.5 hours have been worked and a 30 minute break where up to 6 hours have been worked (which may include the first break). West Limerick Independent Living operates within the confines of this legislation.

Personnel files

Employee personnel files may contain some of the following: job application, job description, Curriculum Vitae, training, salary history, records of disciplinary action and documents related to employee performance reviews.

Personnel files are the property of the West Limerick Independent Living and access to the information is restricted due to their sensitive nature. Management personnel of West Limerick Independent Living who have a legitimate reason to review the file are allowed to do so. Employees who request to see the information held on them will be granted access under the data protection policies described above.

Safety of Personal Possessions

Employees of West Limerick Independent Living are reminded to safeguard all personal possessions during the course of their employment. Every effort will be made by West Limerick Independent Living to ensure the protection of personal property of employees in the company offices and other work locations, however, employees are ultimately responsible for their belongings. West Limerick Independent Living does not assume responsibility for loss or damage of employee's personal property.

Maintenance of Personnel Data

It is the responsibility of each employee to promptly notify the Office Administrator or West Limerick Independent Living Management of any changes in personnel data such as:

- Mailing address
- Bank details
- Telephone numbers
- Name and number of dependants (where relevant)
- Individuals to be contacted in the event of an emergency

An employee's personnel data should be accurate and current at all times.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	64 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

LONE WORKER POLICY

All West Limerick Independent Living staff must report any incidents to their Service Coordinator immediately. However in cases of emergency staff must consider their own safety first and immediately contact the Gardai if necessary.

Definitions and Abbreviations:

Lone Worker: A lone worker is any employee who works by themselves without close or direct supervision. This includes, but is not limited to, the following employees:

- Any employee who works alone with a Service User and cannot be seen directly by other West Limerick Independent Living employees.
- Drivers
- West Limerick Independent Living employees', who work away from their office base, for example research workers, or employees who travel to work with groups of Service Users away from their office base.
- West Limerick Independent Living employees who work alone with Service Users in their own homes.
- West Limerick Independent Living employees working out of hours.

Risk Assessment

West Limerick Independent Living understands that carrying out full risk assessments prior to assigning services is essential to good risk management. Any staff member that is placed in a working position that makes them vulnerable must be risk assessed. Where working practices cannot be adapted to prevent staff working on their own the position must be risk assessed.

For employees working from the West Limerick Independent Living Office base this risk assessment will include:

- Safe access and site security
- Communication procedures in the event of an emergency
- Safety of office equipment for individual use

Risk assessments for lone workers providing home care must include:

- Client risk assessment where applicable
- Communication procedures in the event of an emergency
- Arrangements for client visits
- Travel arrangements between appointments
- Reporting and communication procedures
- Personal safety



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	65 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Incidents

- The incident must be reported to the West Limerick Independent Living Service Coordinator at the earliest opportunity
- Any incident involving a client must be fully recorded in the client's file
- A full debrief will be conducted with all staff involved in a serious lone worker incident
- Following any serious lone worker incident the staff member in question will be offered the appropriate HR supports and counselling services if necessary.

Training

West Limerick Independent Living recognises that lone workers need to be capable of dealing with any untoward or violent incidents and that they must be provided with the appropriate levels of training to ensure their personal safety. All training and information will be provided to minimise the risk to the lone worker.

Timekeeping

- All office based staff are required to leave details of their work diary for the day on the centralised office diary system.
- All lone PA's and Home Care Workers are required to login and logout of CarePlus App on their phone to notify their Service Coordinator when arriving and after leaving each appointment.

Prevention

Any staff delivering services away from the West Limerick Independent Living office or staff delivering services within the client's home should:

- Ensure all appointment are recorded in their CarePlus App on their phone including the length of the appointment and the time it is expected to conclude.
- Carry their mobile phones on them at all times.
- Should have an emergency out-of-hours contact number made available to them.
- Park their car as close to the building they are visiting as possible, ensure that it is parked in a well-lit area and with no valuables in sight.
- Should not carry large sums of money or medication with them.
- Contact the West Limerick Independent Living Service Coordinator if they feel unsafe continuing with an appointment.
- Ensure that a risk assessment has been carried out and that it has been deemed safe for one worker to deliver services to the client.
- Carry personal identification at all times.
- Wear shoes and clothing that do not hinder the ability to run in the event of an emergency
- Ensure that your vehicle has sufficient fuel and that it has been well serviced.
- Always follow the person who answers the door into the house, where possible, and avoid taking the lead.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	66 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

- If there are any unknown individuals at the premises when you arrive always be cautious, remain alert and look for anything that may cause a problem.
- Exercise calm judgement and act with discretion in deciding how to react to a particular situation but if you feel uneasy abandon the visit, return to your vehicle, and contact your Service Coordinator immediately.
- Be aware of any obstacles that may prevent you leaving the premises quickly in the event of an emergency.
- In the event of a fire alarm activating exit the building immediately with the Service User.
- Report any delays to your Service Coordinator.
- LEAVE IMMEDIATELY IF YOU FEEL THREATENED, RETURN TO YOUR VEHICLE AND CONTACT YOUR SERVICE COORDINATOR
- Carry your car keys with you when returning to your car and lock the vehicle as soon as you enter.

Policy regarding telephone monitoring

The purpose of this policy is to state West Limerick Independent Living's policy regarding telephone monitoring of employees' calls using company resources.

Members of West Limerick Independent Living's management team, or their designees, may listen in on telephone service lines to ensure that employees are being respectful and responsive to client's, or for other legitimate business purposes. Client service calls may also be monitored for training purposes to critique customer service skills and provide feedback for job performance as needed.

Employees may be monitored at any time during business calls without notification. Each employee's written consent to this Employee Handbook and all the policies within will be obtained prior to his or her commencing employment with West Limerick Independent Living, and a signed copy of this consent will be placed in the employee's file.

Callers on West Limerick Independent Living phone lines will also be notified of possible monitoring. If a personal call is identified at any time during the telephone monitoring process, the monitoring will be immediately suspended. However, a continuous excessive level of non-business-related phone calls by an employee will provide a basis for possible disciplinary action.

Disclosure of confidential information and any other recordings of conversations in the workplace by employees without consent by all parties involved in the conversations is prohibited. A violation of this policy is a basis for disciplinary action, as deemed appropriate by management.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	67 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Policy for the Administration of Medications

This policy applies to Personal Assistants employed by West Limerick Independent Living and outlines our policy for administering medication to Service Users. The Job Description of a Personal Assistant does not include the administering of medication, therefore all Service Users should self medicate where possible.

In certain circumstances under the direction and instruction of a Public Health Nurse and with agreement from your Service Coordinator, Personal Assistants can administer medicines that they have been suitably trained to administer are competent, to give.

These medications will generally include:

- Medicated creams or ointments;
- Ear, nose or eye drops;

Any Personal Assistant accepting the delegated task must take responsibility for ensuring their actions are carried out carefully, safely and correctly.

In the event that a Service User needs to take the following medication:

- Inhalers and liquid medicines;
- Medicines administered via the rectum, for example suppositories, diazepam (for epileptic seizures);
- Injectable drugs such as insulin;
- Medicines administered through a gastrostomy, for example, a percutaneous endoscopic gastrostomy or jejunostomy;
- Administering drugs that require titration, such as warfarin;
- Oxygen.

During the course of a service the following procedure will be adopted:

- 1) Where a Service User can independently self medicate but requires physical assistance to open bottles, remove tablets etc., the Personal Assistant will inform the Service User that they must directly supervise the removal of medications from packaging at all times. Before selecting the medicine to be administered, the Personal Assistant must:
 - a. check to ensure that the name of the Service User is actually on the medicine;
 - b. check the medicine is in date.
- 2) All medications should be clearly labeled with the correct dosage, route of administration and prescribed times indicated.

Where the Service User requires more than physical assistance to medicate, the Personal Assistant should inform the Service User that is a task for a health professional and they can not carry out this duty. Incorrect crushing or cutting of medication is prohibited; staff should refer any issues or concerns regarding medication to their Service Coordinator and seek advice on how to support the Service user.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	68 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Policy for Handling Service Users Money

As an employee of West Limerick Independent Living, during the course of your duties, you may be asked or required to deal with money, for whatever reason, from service users or members of their family. In order to protect the integrity of our employees and/of West Limerick Independent Living, this policy details the procedures that must be adopted in all such cases to ensure all monies are properly accounted for.

The Manager is responsible for managing this policy. All employees are responsible for the effective operation of the policy and procedures. Employees who are in doubt about the procedure to be followed in a particular case should contact their Service Coordinator or the Manager directly.

BANKING

An employee of West Limerick Independent Living can assist a service user to go to their bank (financial institution), assist service user with mobility issues at the banks premises.

Under no circumstances can employees of West Limerick Independent Living, carryout banking tasks on behalf of a service user (lodgements or withdrawals) from a financial institution. Banking tasks including but are not limited to over the counter transactions, ATM transactions, internet banking transactions and any other baking technology.

West Limerick Independent Living will treat the following as gross misconduct by any employee:

- Borrowing money from a service user
- Lending money to a service user
- Selling assets on behalf of a service user
- Selling goods or services to a service user
- Coaching service user to include them in their Last Will and Testament for financial gain
- Any other financial transactions deemed inappropriate by West Limerick Independent Living

SHOPPING/PURCHASING GOODS

Receipts must be obtained for any items purchased with the service users' finances. All employees dealing with service users money must record the following details:

- The payee's name, the amount received and the purpose for which it has been received.
- Only items requested by the service user must be purchased.
- While on errands for a service user, the employee of West Limerick Independent Living must not conduct any business for themselves and only a reasonable amount of time must be spent carrying out the duties requested by the service user.
- Employees of West Limerick Independent Living should not under any circumstances lend money to a service user.

A till receipt should be given to the service user for all purchases made on their behalf. Change received should be noted by the service user and where possible, employees will be responsible for ensuring that each service user signs the acknowledged receipt.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	69 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Under no personal circumstances should staff use any of the service user's cash for personal purposes. All money given to employees by service users should be attended to carefully and kept in a secure place while in their possession.

The use of any Service User's Cheque Book, ATM Card, Debit Credit Card or any other banking cards for shopping or purchasing goods and services is strictly prohibited.

Policy regarding telephone monitoring

The purpose of this policy is to state West Limerick Independent Living's policy regarding telephone monitoring of employees' calls using company resources.

Members of West Limerick Independent Living's management team, or their designees, may listen in on telephone service lines to ensure that employees are being respectful and responsive to client's, or for other legitimate business purposes. Client service calls may also be monitored for training purposes to critique customer service skills and provide feedback for job performance as needed.

Employees may be monitored at any time during business calls without notification. Each employee's written consent to this Employee Handbook and all the policies within will be obtained prior to his or her commencing employment with West Limerick Independent Living, and a signed copy of this consent will be placed in the employee's file.

Callers on West Limerick Independent Living phone lines will also be notified of possible monitoring. If a personal call is identified at any time during the telephone monitoring process, the monitoring will be immediately suspended. However, a continuous excessive level of non-business-related phone calls by an employee will provide a basis for possible disciplinary action.

Disclosure of confidential information and any other recordings of conversations in the workplace by employees without consent by all parties involved in the conversations is prohibited. A violation of this policy is a basis for disciplinary action, as deemed appropriate by management.

Additional Policy's

This Employee Handbook is accompanied by the West Limerick Independent Living company policies and Safety Statement. Employees of West Limerick Independent Living will be issued with these documents on commencement of their employment with the company and are required to read and agree to abide by the policies and procedures.

Life Long Illness/ Medical Condition Policy

It is West Limerick Independent Living's policy to ensure the health, safety and welfare of staff at all times and all health and safety practices have been developed to comply with current legislation. The recruitment policy and practices reflect that West Limerick Independent Living is an equal opportunities employer.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	70 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Any staff member who has a life-long illness or medical condition is required to notify management on commencement or during employment of the following information:

- Nature of illness/condition;
- Details of any medication or special procedures required in the event of an emergency;
- Anything which may affect the illness or condition;
- Contact details in the event of an emergency – particularly if these details differ to standard contact details held on personnel file.

All information relating to an illness or condition will be dealt with confidentially by West Limerick Independent Living. Staff who have a life-long illness or medical condition will be entitled to coverage under West Limerick Independent Living’s sick leave entitlement subject to length of service.

Dignity Workplace Policy, Bullying, Sexual/Harassment and Violence

This policy has the overall objective of preventing bullying, sexual harassment, harassment and violence within the workplace and ensures our compliance with the Employment Equality Act 1998. West Limerick Independent Living is fully committed to creating an environment within the organisation that is free of bullying, sexual harassment, harassment and violence.

Bullying in the workplace, regardless of who bullies who, is now well recognized as a form of harassment. Workplace bullying and harassment undermines organisational performance by resulting in poor morale, higher absenteeism, stress-related illness, reduced productivity and higher turnover of staff. Bullying and harassment can also affect the physical and emotional health of its victims. As with all forms of harassment, bullying is totally unacceptable and West Limerick Independent Living will not tolerate any employee treating a fellow worker with anything less than their due dignity.

All employees have the right to be treated with dignity and respect. Any complaint involving bullying, sexual harassment, harassment or violence will be investigated immediately and if substantiated will be regarded as grounds for disciplinary action.

Objectives of this policy

The objectives of this policy are:

- to define workplace bullying, sexual harassment, harassment and violence;
- to promote awareness of the issue among staff;
- to enable the Management of West Limerick Independent Living to identify bullying, harassment and violent behaviour and take appropriate action;
- to provide an effective procedure for dealing with allegations of bullying, harassment and violence.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	71 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

What is Bullying?

The Report of the Task Force on the Prevention of Workplace Bullying published in 2001 provided the following definition for bullying:

“Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/ or in the course of employment, which could reasonably be regarded as undermining the individuals right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a once off incident is not considered to be bullying.”

Bullying manifests itself as various types of behaviour, examples of which include:

- Verbal abuse;
- Shouting, making jokes, unfair and excessive criticism, ridiculing the person in front of other individuals, spreading false truths about the individual around the company;
- Non verbal abuse;
- Looks, a gesture, displaying emblems on clothing, exclusion, whistling, isolation at work breaks, social events etc.;
- Victimisation;

What is Sexual Harassment?

Section 23 of the Employment Equality Act 1998 states that sexual harassment includes any of the following:

- Act of physical intimacy;
- Request for sexual favours;
- Other act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material that is unwelcome and could reasonably be regarded as sexually offensive, humiliating or intimidating.

A single incident may constitute sexual harassment. Sexual harassment manifests itself as various forms of behaviour, examples of which include:

- Insensitive jokes and pranks;
- Lewd comments about appearance;
- Unnecessary body contact;
- Display or circulation of sexually offensive material;
- Request for sexual favours;
- Threat of actual sexual violence;
- Threat of dismissal, loss of promotion etc. for refusal of sexual favours.

What is Harassment?

Section 32(5) of the Employment Equality Act 1998 defines harassment as:



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	72 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

“Any act or conduct including spoken words, gestures or the production, display or circulation or written words, pictures or other material if the action or conduct is unwelcome to the employee and could reasonably be regarded as offensive, humiliating or intimidating.”

The harassment has to be based on the relevant characteristic of the employee whether it be the employee’s marital status, family status, sexual orientation, religious belief (or none), age, disability, race, colour, nationality or ethnic origin, or membership of the Traveller community.

What is Violence?

Workplace violence includes, but is not limited to, the following:

- Harassment;
- Stalking;
- Physical Violence;
- Making threatening remarks;
- Committing acts motivated by, or related to sexual harassment or domestic violence;
- The direct or implied threat of physical violence towards any member of the staff or service users of West Limerick Independent Living.

Procedures for addressing allegations of Workplace Bullying, Sexual Harassment, Harassment or Violence

The management of West Limerick Independent Living will not tolerate bullying or harassment behaviour and sets out the following procedures for addressing all allegations of bullying, harassment and violence.

Informal Procedure:

Where possible, every attempt will be made to address an allegation of bullying, harassment or violence as informally as possible by means of this informal procedure:

- Any employee who believes he or she is being bullied or harassed, i.e. the complainant, should explain clearly to the alleged perpetrator(s) that the behaviour in question is unacceptable. In circumstances where the complainant finds it difficult to approach the alleged perpetrator(s) directly, he or she should seek help and advice, on a strictly confidential basis, from the Manager or a member of the Board of Directors. The complainant should keep detailed notes of each incident as they occur, including dates, times and his or her feelings at the time.
- Having consulted the Manager/ Board member the complainant may request the assistance of the Manager in raising the issue with the alleged perpetrator(s). In this situation the approach of the



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	73 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Manager should be by way of a confidential, non-confrontational discussion with a view to resolving the issue in an informal low-key manner.

- A complainant may decide, for whatever reason, to bypass the informal procedure. Choosing not to use the informal procedure should not reflect negatively on a complainant in the formal procedure.

Formal Procedure

If the above informal procedure is inappropriate or if after the informal stage, the bullying, harassment or violence persists, the following formal procedure should be invoked:

- The employee who wishes to make a bullying or harassment allegation should make a formal complaint in writing to the Manager of West Limerick Independent Living, or if preferred, to a member of the Board of Directors. The employee should give precise details of all bullying or harassment incidents.
- The alleged perpetrator(s) should be notified in writing that an allegation of bullying or harassment has been made against him or her. He or she should be given a copy of the complainants statement and advised that he or she shall be afforded a fair opportunity to respond to the allegation(s).
- The complaint should be subject to an initial examination by a member of the Board of Directors who can be considered impartial with a view to determining an appropriate course of action. An appropriate course of action at this stage, for example, could be exploring a mediated solution or a view that the issue can be resolved informally. Should either of these approaches be deemed inappropriate or inconclusive, a formal investigation of the complaint will take place.

Investigation

Where a formal investigation is required, either a member of the Board of Directors or an appropriate third party will conduct such an investigation.

Every effort will be made to carry out and complete the investigation as quickly as possible and preferably within an agreed timeframe. On completion of the investigation, the investigator(s) will submit a written report to management containing the findings of the investigation.

Both the complainant and the alleged perpetrator(s) will be informed in writing of the findings of the investigations.

Where a complaint is well founded, an appropriate course of action will be taken by West Limerick Independent Living Management.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	74 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Manual Handling Briefing Sheet

Manual handling training will be provided to all employees involved in manual handling tasks. Please follow these guidelines:

- Report any pre-existing relevant medical conditions to your manager, for example, back conditions, other muscular injuries, recent operations, pregnancy, etc. Failure to do so may result in work being allocated to you that is beyond your capability, putting you at risk, and also represents a breach of your contract of employment.
- Check the environment for tripping hazards, poor lighting, spillages, etc. as anything of this nature increases the likelihood of a loss of balance whilst carrying and correcting that loss can easily strain muscles and cause injury.
- Make use of mechanical aids such as hoists, checking visually that they are in satisfactory condition.
- Limit the load to that which is suitable for the individual and/or the equipment being used, do not over-strain to lift or move something which does not feel immediately comfortably within your capability.
- Avoid and minimise stooping, stretching, and twisting.
- Grasp objects firmly, and lift keeping the back and neck straight, using the legs and bending the knees to achieve the lift – one medical advisor refers to this as the “bottom out” method of lifting, try it and you’ll see what he means!
- Lift smoothly, do not jerk the load.
- Share tasks with colleagues, if they are capable, but remember that two people cannot lift twice the weight of one (there are losses associated with co-ordination).
- Take regular breaks.
- Report any problems with the size or frequency of load, the environment or the equipment available to the manager.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	75 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Conditions of employment

Employee health and safety responsibilities at work

Employees are legally obliged to take care of their own health and safety as well as the health and safety of others at work and this include the following duties of care:

- Co-operating with your employer to facilitate compliance with necessary health and safety requirements, which includes the company safety statement
- Wearing and using protective clothing and equipment, where nature of the job requires and not misusing or interfering with them
- Promptly informing your employer of anything which may cause a danger to the health and safety of anyone

All employers are legally obliged, as far as is reasonably practicable, to ensure the safety, welfare and health of their employees physical and mental well-being at work and also others who might be affected such as clients, visitors and contractors. Employer duties include:

- Providing a safe workplace including the maintenance of all equipment and machinery
- To devise safe systems of work
- To provide training, instruction, supervision and information, as required, to ensure the safety of those in the workplace
- To eliminate or control hazards and where this is not practicable, provide suitable safety training, protective clothing or safety equipment where necessary
- To devise and communicate action plans to be used in case of emergency
- To provide and adequately maintain facilities for the welfare of employees
- To provide the services of a competent person with responsibility for health and safety matters.

West Limerick Independent Living as an employer will consult with employees regularly and keep them up to date with all aspects of health and safety in the workplace, this would include considering your suggestions concerning health and safety.

West Limerick Independent Living Safety Statement

West Limerick Independent Living's Safety Statement is a statement that identifies the risks and hazards of the workplace and states how these will be eliminated, controlled or protected against in order that a safe workplace is ensured for employees. It is important that all employees of West Limerick Independent Living are familiar with the Safety Statement. The safety statement is readily available to all employees of West Limerick Independent Living.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	76 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

What is West Limerick Independent Living’s Health and Safety evacuation procedure?

West Limerick Independent Living’s Health and Safety Evacuation procedure exists so that in the event of any emergency all employees and visitors can be evacuated in a quick and safe manner. On commencing new employment the West Limerick Independent Living employees will be informed of the company’s evacuation procedure. Employees will be required to adhere to this procedure and obey any order given by company appointed fire officers. Fire wardens and safety representatives should be selected and clearly identified to staff.

In addition to the office evacuation procedure, employees should also make themselves aware of evacuation procedure for client’s residences.

What should an employee do if an accident/ incident occurs?

Any incident or accident that occurs in breach of health and safety should be reported immediately on an incident/ accident report form.

Health related issues

Employees, who become aware of any health-related issue, including pregnancy, should notify the Manager of their health status where it impacts their role. This policy has been instituted strictly to protect the employee and all details are treated in absolute confidence.

A written “permission to work” from the employee’s doctor is required at the time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their Service Coordinator.

Employees requiring medical attention

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee’s personal doctor must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. If this is not possible a member of staff will accompany the incapacitated employee (where possible).

All incidents of this nature should be recorded on an incident report form.

Insuring Personal effects on the premises

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the office or place of work. West Limerick Independent Living assumes no risk for any loss or damage to personal property.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	77 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Purchases on behalf of West Limerick Independent Living

Only authorised persons may purchase supplies in the name of West Limerick Independent Living. No employee whose regular duties do not include purchasing shall incur any expense on behalf of West Limerick Independent Living or bind West Limerick Independent Living by any promise or representation without written approval.

Visitors in the workplace

To provide for the safety and security of employees, visitors, to the facilities at West Limerick Independent Living must sign-in, and sign-out at the reception desk. Authorised visitors will be escorted to their destination and must be accompanied by an employee at all times.

Post and deliveries

Only authorised office staff should open post and deliveries. Post marked “private and confidential”, should be opened by addressee only.

Under no circumstances should unauthorised personnel open office deliveries.

Clean workplace and environment

To comply with Health and Safety regulations West Limerick Independent Living runs a clean desk policy. This means that no documentation should be left out or unattended in the office environment. All workspaces should be clean and clear and this includes kitchenette in office space.

Non-compliance with this policy is a disciplinary matter.

Employee Consent

As part of your employment agreement we request your consent to collect, process, disclose and transfer personal information, including any sensitive information as described above.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	78 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Information on West Limerick Independent Living

The Independent Living philosophy originated from the very first Center for Independent Living (CIL) established in Berkeley, California in 1972. That CIL was developed by a group of people with disabilities, to support the development of a new perspective on disability – one that focused on the empowerment and civil rights of people with disabilities. It supported and encouraged individuals to live independently in the community.

“Independent Living is not doing things by yourself.....it is being in control of how things are done.”
(Disability activist, Judy Heuman)

The Social Model of Disability

The Independent Living (IL) philosophy promoted a ‘social model’ of disability – with the premise that people with disabilities have a right to actively participate in, and contribute to society as equals and without dependence on family, institutions or charity.

The social model recognises that people with disabilities are prevented from achieving their full potential by the attitude of society, as well as environmental obstacles such as restrictions in their access to public transport, entertainment and public places, and in education and employment.

The focus is not on rehabilitating the individual with a disability therefore, but on rehabilitating society and the environment, in order to make it accessible and create inclusion for the person with a disability as a consumer rather than as a patient. It is recognised that the real experts when it comes to designing services are those with the closest possible experiences of the issues - people with disabilities.

What is the Philosophy of Independent Living?

The philosophy of IL espouses living like everyone else - having control of one's own life, having opportunities to make decisions that affect one's life and being able to pursue activities of one's own choosing, regardless of disability.

It means “the right of all persons regardless of age, type or extent of disability to: live in the community, as opposed to living in an institution; have the same range of choices as everyone else; participate in the social, economic and political life of their communities; have a family; live as responsible respected members of their communities with all the duties and privileges that this entails, and; unfold their potential.” (Adolf Ratzka, Disability Activist 2002)

Independent Living therefore is not just concerned with the routine physical tasks of day-to-day life, but is more about a way of life. It is about self-actualisation; taking control of ones own life; exercising choices; taking responsibility while also allowing for the dignity of risk and the freedom to fail. It is also a social and political movement that is changing the way services are provided and the role people with disabilities play in society.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	79 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

West Limerick Independent Living CLG Overview

West Limerick Independent Living is a not for profit company established in 1997 by a small group of people, many of whom have a disability. The company's main aim is to ensure that people with disabilities achieved independent living and full participation in society. Over the past two decade West Limerick Independent Living has working to develop high quality Personal Support Service for people with disabilities in the Mid-Western area of Ireland. West Limerick Independent Living is one of the largest providers of Personal Assistants Services to people with disabilities in Limerick.

Personal Assistance Services

It was recognised that in practical terms, Personal Assistance was at the core of Independent Living, and the early days of CIL's in Ireland were greatly concerned with creating a consumer-controlled Personal Assistance (PA) service.

A PA is someone who provides a person with a disability with physical assistance to help them in all aspects of daily life from personal care, household tasks, assistance in college or the workplace, driving and interpretation. The PA role is to assist, not to provide care for or tell the person with a disability what is best for them. PA services enable the person with a disability to make their own decisions and be in control of their own life, opening up opportunities in education, employment, socially etc.

Today there are approximately 20 CIL's nationwide, operated by people with disabilities at a local level, they still have a vital advocacy role in representing members and supporting them with their integration into mainstream living. Many CIL's provide Personal Assistance (PA) services, funded through Community Employment schemes and/or Health Service Executive funding.

How PA Services work

Essentially a PA service is a service for persons with significant disability who need assistance in aspects of daily living, at home, travelling, at work, college or socially. The individual first identifies what his/her needs are, facilitated assessment. The identified need then determines the level of service required (i.e. number of hours and how many PAs each person needs) to enable a person with a disability to achieve independent living.

Following assessment the person with a disability is approved for an agreed number of PA hours per week. The service is funded through the HSE in different areas of the country, and is currently administered through a number of service providers, e.g. CIL's, Enable Ireland, and the Irish Wheelchair Association (IWA). The person with a disability has an agreement with one of these providers and the service provider recruits Personal Assistants, sometimes in conjunction with the person with a disability.

The person with a disability may provide some of the training, FETAC Level 5 Health Care is a requirement and the service provider provides essential health and safety training. Fundamental to the achievement of independent living for each person is the support to enable them to manage their own service with support and training where identified. Although the PA is employed by the service provider, the person with a disability acts as the PA's line manager, determining the work to be done and the hours of duty in conjunction with the Service Coordinator.



	West Limerick Independent Living CLG Policies				
Title:	Employee Handbook				
Page:	80 of 80	Policy. No.: WLILP10	Date July 18	Issue No.	1

Employee Acknowledgment Agreement

It is important that you read the handbook and become familiar with its contents. If you are unclear about anything please consult Management.

Employee Confidentiality Agreement

I hereby acknowledge, by my signature below, that I understand that the confidential information, records, and data to which I have knowledge and access in the course of my employment with West Limerick Independent Living is to be kept confidential, and this confidentiality is a condition of my employment. This information shall not be disclosed to anyone under any circumstances, except to the extent necessary to fulfill my job requirements. I understand that my duty to maintain confidentiality continues even after I am no longer employed.

Approval should first be obtained before any disclosure of confidential information. I understand that the unauthorised disclosure of service users and other confidential information of West Limerick Independent Living is grounds for disciplinary action, up to and including immediate dismissal.

Acceptance of the Employee Handbook and Policy's

I hereby acknowledge, by my signature below, that I have received and read a copy of the West Limerick Independent Living Employee Handbook and Policy's. I agree to abide by the policies and procedures outlined within the handbook.

The employee handbook and policies and procedures shall be deemed to be part of your contract of employment. The Company reserves the right to alter this handbook including details of benefits, guidelines, conduct and health and safety information from time to time. This handbook may also be subject to changes in employment legislation. You will be notified of such changes but your statutory entitlements will not be affected at any time. When you have read the handbook, you should sign this page within a week of receiving the handbook. Please return a signed copy of this sheet to the Office Administrator.

A copy of the Employee Handbook was read by: -

Employee Signature: _____

Date _____

Please print your name here in BLOCK CAPITALS: _____