

Employee Handbook

Your terms of employment, policies and guidance

STATUS

Board Approval

DATE

9th October 2026

APPLIES TO

All employees

This Handbook is read together with your Contract of Employment. It does not form part of your contract and, where the two differ, your contract applies.

West Limerick Independent Living CLG

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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. Your contract is the document that sets out your terms and conditions. It is confidential between you and West Limerick Independent Living, and you should keep your own copy.

This Handbook is read alongside your contract. It explains how the Company works and the policies and procedures that apply to you, but it does not form part of your contract, and where it differs from your contract, your contract applies. Please read this Handbook and the policies it refers to carefully, and sign the acknowledgement at the end to confirm that you have received and read it. You should keep a copy of this document, and a copy will be retained by the Company.

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.

In every WLIL policy, procedure, handbook, contract and form, “Manager” and “General Manager” mean the same role: the General Manager of WLIL. The two terms are interchangeable and may appear in different documents. They are not the same as the Finance Manager, a Service Coordinator or a line manager, which are separate roles.

The information contained in this Handbook applies to all employees of West Limerick Independent Living. Employees are expected to follow the policies and procedures described in this document, and a failure to do so may be dealt with under the Disciplinary Policy. Nothing in this Handbook alters an employee’s legal rights or 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 to Handbook

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

The Company may change, suspend or withdraw its policies and procedures from time to time, for example to reflect changes in legislation, funding requirements or good practice. Changes to this Handbook and to the policies it refers to will be notified to employees in writing (including by email) without delay. Any change to the terms of your contract will be made in line with the variation clause in your contract.

No individual manager or supervisor has the authority to change a policy on their own. If an employee is uncertain about any policy or procedure, they should speak with their Service Coordinator or the General Manager at the earliest opportunity. West Limerick Independent Living operates a non-discriminatory policy in both its service operation and employment practices.

Information on West Limerick Independent Living

The Independent Living philosophy originated from the very first Centre 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, 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 one's 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 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. Since then, West Limerick Independent Living has worked to develop high quality personal support services for people with disabilities in the Mid-West region of Ireland. West Limerick Independent Living is one of the largest providers of Personal Assistants Services to people with disabilities in Limerick.

West Limerick Independent Living is funded by the Health Service Executive (HSE) under Section 39 of the Health Act 2004. As a HSE-funded service provider, the Company must meet the requirements of its HSE service arrangement, and all employees are expected to work in line with them. In particular, employees must follow the HSE Code of Conduct for Provider Personnel set out in this Handbook, the Garda vetting requirements in WLILP4 – Garda Vetting Policy, the safeguarding requirements in WLILP8 – Safeguarding Vulnerable Persons at Risk of Abuse Policy and WLILP3 – Child Protection and Welfare Policy, the incident reporting requirements in WLILP30 – Incident Management and Reporting Policy, and the protected disclosures arrangements in WLILP22 – Protected Disclosures Policy.

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 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, a QQI (formerly FETAC) Level 5 health care qualification 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.

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.

General Manager

The General Manager is responsible for the day-to-day operations of the company, including supervising and managing the performance of staff, reporting to the Board, and implementing the Company's plans, policies and procedures.

The General Manager is ultimately responsible for day-to-day management decisions and for implementing the Company's long- and short-term plans. The General Manager is the direct link between the Board and the management of the Company and reports to the Board on behalf of management. Together with the Finance Manager and the Office Administrator, the General Manager is one of the authorised signatories for Company payments. Payment authorisation, approval limits and segregation of duties are set out in WLILP11 – Financial Procedures and WLILP31 – Segregation of Duties.

Service Coordinator

The Service Coordinator coordinates and administers the personal support service delivered by the Company and is the main point of contact for service users and Personal Assistants. The role includes supporting service users to direct the work of their Personal Assistants as identified in the service needs assessment and service agreement; supervising Personal Assistants, observing practice and assessing their competence, in line with WLILP72 – Supervision, Appraisal and Performance Management; and helping to coordinate the Company's health and safety and management systems. Service Coordinators may also be appointed as Deputy Designated Officer for adult safeguarding (WLILP8) and Deputy Designated Liaison Person for child protection (WLILP3), and complete the induction and competency record that goes with the role.

Finance Manager

The Finance Manager is responsible for the financial health of the Company by managing our financial procedures. Duties include planning budgets, participating in audits, monitoring transactions, processing payroll and payments under WLILP11 – Financial Procedures, and preparing invoices. The Finance Manager is one of the authorised signatories for Company payments.

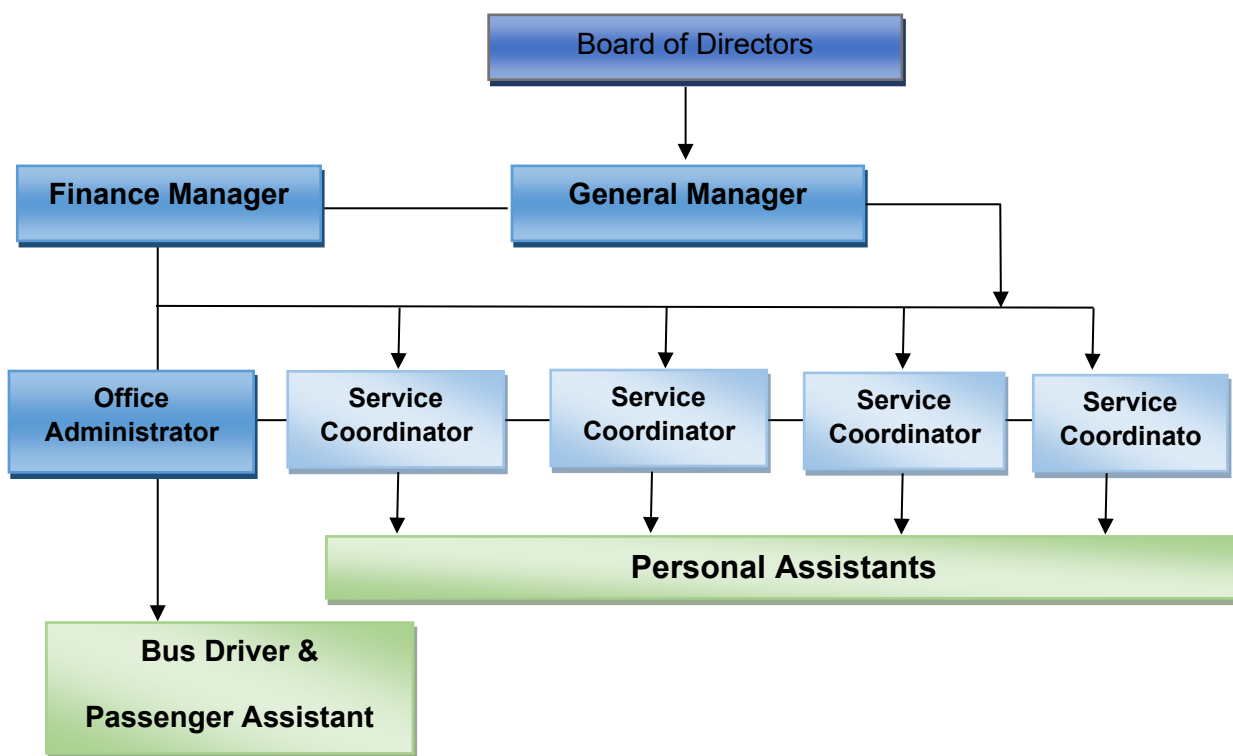
Office Administrator

The Office Administrator provides a comprehensive range of high-quality administrative support within the West Limerick Independent Living office to ensure all day-to-day activities operate efficiently and effectively. Within the

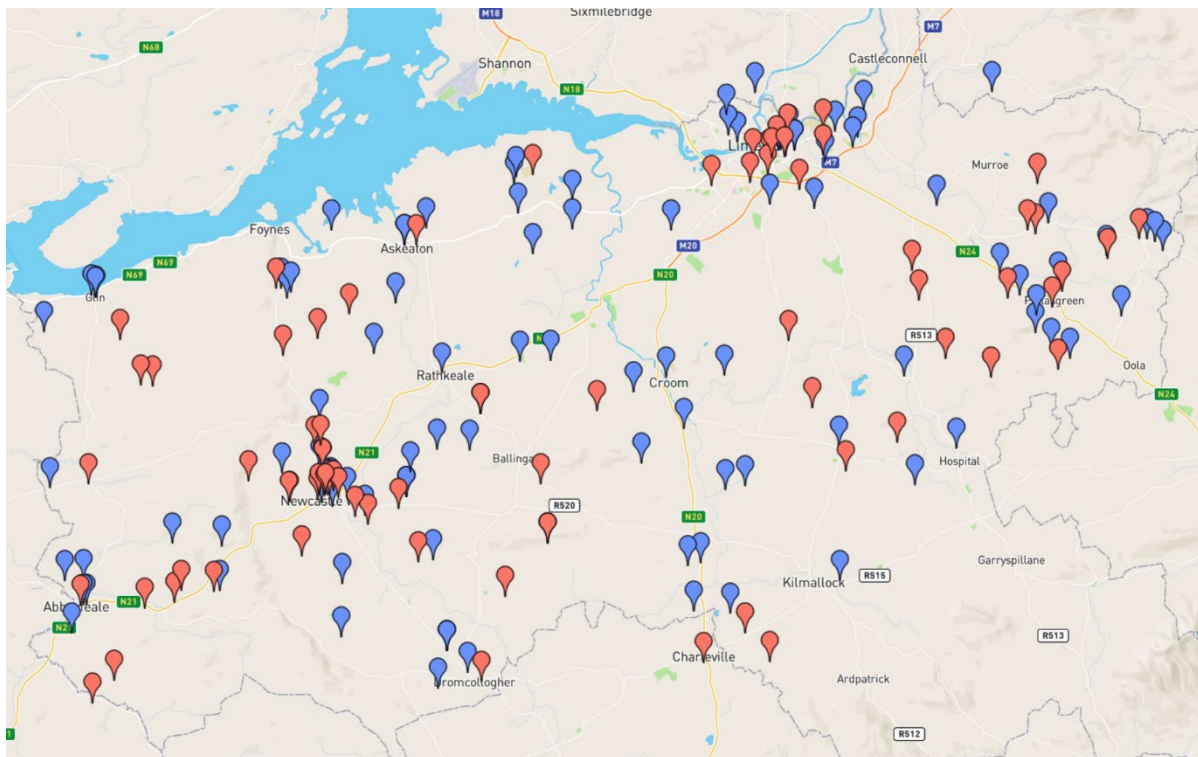
limits set in WLILP11 – Financial Procedures, the Office Administrator is also an authorised signatory for Company payments.

Company Organisation Chart – Organisational Structure

West Limerick Independent Living is a company limited by guarantee, established in 1997 to develop and deliver personal support services to people with disabilities across Limerick City & County, as well as projecting a positive image and perception of people with disabilities.



Map of Service Area



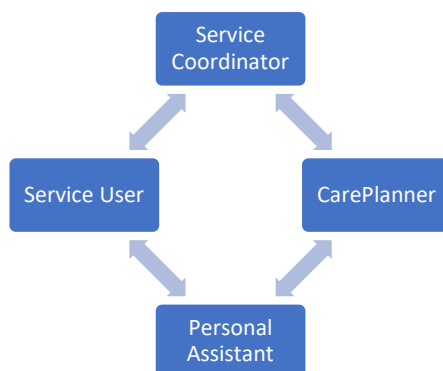
(PA's in **Red** and Clients in **Blue**)

Supervision

Given the unique working conditions of the Personal Assistant (lone worker) supervision becomes even more significant as it offers a source of valuable support to the lone worker. This can be carried out when checking the progress of the work, it takes the form of periodic site visits combined with discussions in which issues are raised. The extent of the supervision is directly related to the risk assessment and care plan.

Supervision, observation of practice and appraisal are carried out in line with WLILP72 – Supervision, Appraisal and Performance Management, and the lone-working arrangements in WLILP19 – Lone Working. Where this Handbook differs from WLILP72, WLILP72 applies.

Regular contact between the service coordinators and the lone worker is standard practice as it fosters good reporting, communication, and supervision. This coupled with online management system (Nourish Care Planner) and regular contact with service users ensures that any service-related issues can be addressed in an effective manner.



Supervision On Line (Nourish Care Planner)

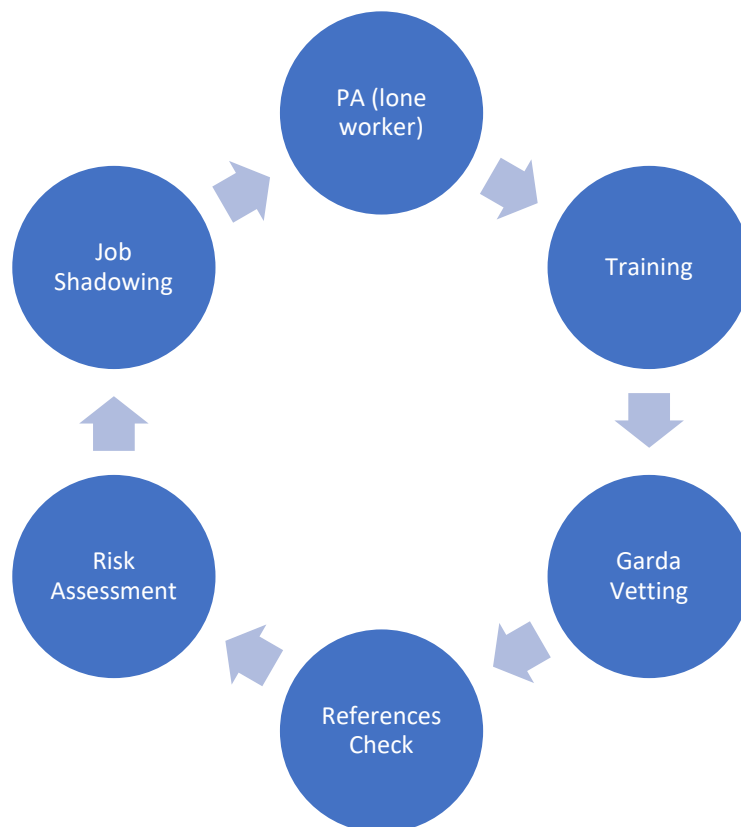
Employees use a smartphone to communicate with the central administration system

Employees view a online calendar of their client appointments

Employees use smartphone to check-in and check-out at each appointment – recorded in real-time to central CarePlanner system so management has full oversight of all appointments as they occur

View summary client care plan / tasks to be completed

Enter diary notes on smartphone at end of visit and upload to central CarePlanner system – management can read diary notes and incident reports daily for each visit. All notes are recorded centrally for each client visit



HR POLICIES

Standard Opening Hours

The office is generally open for business from 9.30 a.m. to 5.30 p.m. Monday to Friday. Closed for lunch from 1 p.m. to 2 p.m. and our on-call emergency phone number is 085 806 4306

Induction and Training

Induction, shadowing and the competencies required before lone working are set out in WLILP52 – Induction Policy (with the WLILP26 – Induction and Job Shadowing Staff Checklist). An induction programme starts within a week of joining and covers the Company's history, philosophy and work, an introduction to staff, health and safety, and the information you need to work effectively. All new Personal Assistants must complete a minimum of eight hours of shadowing, scheduled and recorded by the Service Coordinator, before working independently. Training and development are covered in WLILP45 – Training and Development Policy. You are encouraged to ask questions and raise any outstanding issues during induction.

Human Resources Overview

Human Resources matters, including pay, benefits, employee relations and working conditions, are overseen by the General Manager and the Service Coordinators and, where required, the Officers of the Board. Information on the relevant policies and procedures is in this Handbook and in the policies it refers to. Please direct any queries to your Service Coordinator or the General Manager. The Company will respond promptly and accurately.

Reference Letters

If you require letters for the following, please contact the Office Administrator 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.

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 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.
- 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 the above.

Staff Code of Conduct

The standards of conduct expected of all staff are set out in WLILP5 – Code of Standards, Conduct and Professional Behaviour, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office. Breaches may lead to action under the Disciplinary Policy (WLILP55).

Health and Safety

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 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

The Company's Safety Statement, prepared under Section 20 of the Safety, Health and Welfare at Work Act 2005, identifies the hazards and risks in our work and sets out how they are controlled. It is a separate document and is not repeated in this Handbook. All employees must read it and follow it; copies are available from the office.

West Limerick Independent Living's Health and Safety Evacuation Procedure

Fire and evacuation arrangements are set out in WLILP42 – Fire Safety Policy and the Company's Safety Statement, which apply to all employees. They are not repeated in this Handbook.

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 Safety, Health and Welfare at Work Act 2005 and the Safety, Health and Welfare at Work (General Application) Regulations 2007 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 because 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 outsourced to a Health and Safety Training company. Prior to onsite training, Manual Handling e-Theory has to be completed on HSeLanD. Training 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.

Lone Worker Policy

Lone working arrangements, including check-ins and what to do if you cannot be contacted, are set out in WLILP19 – Lone Working Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Dress and Personal Hygiene

All employees are expected to have good standards when it comes to dress and personal hygiene, fingernails 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 yourself neat, tidy, and presentable at all times. The Company will consider reasonable requests for adjustments to these dress rules for religious, cultural, disability or medical reasons. 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.

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 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 manufacturer’s 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.

Hygiene and Infection Control Policy

Hygiene and infection prevention and control requirements are set out in WLILP38 – Infection Prevention and Control Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Safety of Personal Possessions

Employees of West Limerick Independent Living are reminded to safeguard all personal possessions during 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. 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 does not assume responsibility for loss or damage of employee’s personal property.

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.

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.

Any staff member who has a life-long illness or medical condition that could affect their own safety, the safety of others or their ability to do the job is asked to tell management, on starting or at any time during their employment, so that appropriate support and reasonable accommodation can be put in place. The information that may be needed includes:

- Details of any medication or special procedures required in the event of an emergency;
- Contact details in the event of an emergency if these details differ to standard contact details held on personnel file.

All information relating to an illness or condition will be treated as confidential health data and used only for the purposes above, in line with data protection law. Sick leave and sick pay are set out in this Handbook and in your contract. The Company will consider reasonable accommodation as required by the Employment Equality Acts.

Health Related Issues

If you have a health-related issue that affects, or could affect, your safety, the safety of others or your ability to do your job, please tell your Service Coordinator or the General Manager so that support and any necessary adjustments can be arranged. If you are pregnant, you are encouraged to tell the Company as early as you can so that a risk assessment can be carried out; your rights under the Maternity Protection Acts apply from when you give written notice with the required medical certificate. All details are treated in confidence.

Where there is a genuine concern about fitness for work, the Company may ask for a medical opinion on whether you can carry out your regular duties, in line with the Company's Absence from Work arrangements in this Handbook. The Company will explain the reason for the request and will treat the information in confidence.

Employees Requiring Medical Attention

If an employee is injured or becomes ill at work, first aid should be given where it is safe to do so, and emergency services (112 or 999) should be called where needed. The employee's emergency contact should be informed, and a member of staff will stay with the employee where possible. All incidents of this nature must be recorded on an incident report form, in line with WLILP30 – Incident Management and Reporting Policy.

Alcohol and Drugs Policy

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding abuse of alcohol and drugs 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. This includes suffering the aftereffects of alcohol and drug consumption.
- 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.

An employee who is affected by alcohol or drugs, including the after-effects of either, will be considered unfit for work and in breach of the Alcohol and Drugs Policy. This may be dealt with under the Disciplinary Policy (WLILP55).

Considering this, the Company views the consumption of alcohol or taking drugs during the working day (e.g., lunch times) to be inappropriate in a Company striving for excellence and the highest levels of service.

Any individual, who suspects or knows that they have an alcohol or drug related problem, is actively encouraged to seek help and treatment voluntarily. Individuals who come to the notice of colleagues through observation or through the Disciplinary Procedure as having an alcohol or drug related problem, will be offered the opportunity to seek diagnosis.

Where individuals commit misconduct or serious misconduct, or their efficiency at work becomes affected through misuse of alcohol or drugs, action under the Disciplinary Policy (WLILP55) will be taken up to and including dismissal.

Drug and Alcohol Testing Policy

Under the Safety, Health and Welfare at Work Act 2005, while at work all employees are required to ensure they are not under the influence of any intoxicants to the extent that he/she is in a state as to endanger his/her safety, health or welfare at work or that of any other person.

Intoxicants include alcohol or drugs or any combination of drugs or alcohol, whether illegal or legal, whether prescribed or not.

This policy applies to all employees across the Company and at all levels. This covers all types of drugs, intoxicants, or alcohol, including the use of medically prescribed or pharmaceutical medication.

Please note that it is the employee's obligation to report for work in a fit state to fulfil the duties for which they are employed, and to drive and operate safely in accordance with the law at all times.

The Safety, Health and Welfare at Work Act 2005 states that, if reasonably required by the employer, an employee must submit to any appropriate, reasonable and proportionate test for intoxicants by, or under the supervision of, a registered medical practitioner. The Company may therefore:

- Test prospective employees as part of the pre-employment medical, which forms part of the conditional offer of employment;
- Carry out random testing of employees during employment, with employees selected fairly and without discrimination; and
- Carry out testing when the Company has a reasonable suspicion that an employee is under the influence of drugs, alcohol or other intoxicants, or following an incident or near miss where there is reason to believe that intoxicants may have been a factor.

Tests are carried out by, or under the supervision of, a registered medical practitioner. A member of Management may be present to arrange the test but will not witness the sample being given. Test results are health data: they are treated in confidence, shared only with those who need them to make a decision, and handled in line with data protection law.

An unreasonable refusal to take a test, or interference with a test, may be treated as misconduct, and in serious cases as gross misconduct, under the Disciplinary Policy (WLILP55), following a fair process. If a test is positive, the employee will be told the result, will have a fair opportunity to explain it (including any prescribed or over-the-counter medication), and may be accompanied by a colleague or representative at any meeting.

The following tests which will be conducted include:

- Alcohol: urine sample, breathalyser, blood sample or salivary swab.
- Drugs: blood or urine sample.

You will be tested for the following - but please note this is not an exhaustive list:

- Cannabis
- Cocaine
- Opiates (Heroin, Morphine etc.)

- Benzodiazepines (Valium etc.)

We would like to note the following advice about prescription and over the counter medicines. Solpadeine, Nurofen Plus, Xanax and Ativan are some of the medicines that will show up on the test.

- Once your driving is not impaired, please continue taking these as needed/prescribed.
- If your driving is impaired by taking a form of medication you should not drive.
- If you have any concerns or doubts about your driving when taking medication, then you should consult your doctor or pharmacist.
- You should also inform your manager or HR if you have any concerns. Please note that this information will be held in the utmost confidence.

In the interest of health and safety, should an employee be suspected of being under the influence of drugs, intoxicants, or alcohol they may be suspended on full pay, as a precaution and not as a disciplinary sanction, until appropriate tests can be arranged. The Company will monitor all incidents and use of this policy and will review the effectiveness of this policy and procedures annually.

Right to Search Policy

The Company may ask to search an employee's belongings, locker or work area where there is a reasonable suspicion of theft or a serious breach of security, or as part of a proportionate security measure that has been explained to employees in advance. A search will be carried out in private by two members of Management, will not involve physical contact with the employee, and is not an accusation of theft or any wrongdoing. You may ask to be accompanied by a colleague or representative. A personal vehicle will be searched only with your consent. Desks and Company equipment (including Company phones, systems and email accounts) are subject to monitoring in line with the Company's IT and data protection policies and the Data Protection Statement in this Handbook, and you will be told in advance of the monitoring that applies.

Any employee found in unauthorised possession of articles belonging to the Company, a colleague or a service user may be suspended on full pay, as a precaution, pending a full investigation. Should the investigation lead the Company to a reasonable belief that a theft or other serious breach of security has taken place, the employee may be subject to the Disciplinary Policy (WLILP55) with sanctions up to and including dismissal, and the matter may be reported to An Garda Síochána. A refusal to co-operate with a reasonable search request may also be considered under the Disciplinary Policy.

Stress Policy

West Limerick Independent Living adheres to the Safety, Health and Welfare at Work Act 2005 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 their Service Coordinator or the General Manager if they feel they are suffering from workplace stress. Bullying and harassment are dealt with under WLILP54 – Dignity at Work Policy.

Counsellor

West Limerick Independent Living provides assistance in relation to counselling and support for employees. If you would like to use this, please contact your Service Coordinator or the General Manager.

Clean Workplace and Environment

The Company's clean desk and clean workplace requirements are set out in WLILP28 – Clean Desk Policy, which applies to all employees. They are not repeated in this Handbook. Please read it; copies are available from the office.

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. If you do not, work may be allocated to you that is beyond your capability, which would put you at risk.
- 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.

Safe Driving Policy

The conditions for using your own vehicle, or a Company or service user vehicle, on Company business are set out in WLILP33 – Transport and Vehicle Use Policy, including the use of mobile phones while driving, with mileage and expenses covered in WLILP50 – Travel and Subsistence Policy. They apply to all employees and are not repeated in this Handbook.

Mobile phones

Rules on using a mobile phone while driving on Company business are set out in WLILP33 – Transport and Vehicle Use Policy (Section 4.6), which applies to all employees. They are not repeated in this Handbook.

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 always accompanied by an employee.

Weather Policy

Arrangements for severe weather are set out in WLILP44 – Weather Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Terms and Conditions of Employment

Employment Contracts Explained

Any offer of employment is made conditional upon the receipt of satisfactory references, Garda Vetting checks and verification of qualifications. Contracts of employment set out the minimum terms and conditions between the employer and the employee about 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 will be provided to employees within 5 days of commencement of employment.

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.

Contract Changes

If a change is made to any term of your contract of employment, the Company will notify you in writing of the nature and date of the change, on or before the day it takes effect wherever possible and in any case no later than one month after it takes effect.

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 can do the job and can work effectively within West Limerick Independent Living. All employees are subject to a probationary period of six months. The Company may extend probation only on an exceptional basis, and only where the extension is in the employee's interests (for example, to give the employee a further opportunity to reach the required standard). Any extension will not take probation beyond 12 months in total, and the reasons will be given to the employee in writing before the original period ends. Maternity and adoptive leave taken during probation extend probation as the law requires. Other protective leave (parental, paternity, parent's, carer's and sick leave) may extend probation at the Company's discretion, within the same limits. Probation ends when the Company confirms the employment in writing following a satisfactory review.

Probation reviews are held at the mid-point and at the end of probation and are recorded in writing on the Company's Probation Meeting forms, in line with WLILP72 – Supervision, Appraisal and Performance Management. At the end of probation the General Manager decides whether to confirm the employment, extend probation (exceptionally, and in the employee's interests), or not confirm it. Concerns about performance will be raised with the employee, support will be offered and the employee will have a fair opportunity to respond before probation is extended or the employment is ended for performance reasons. Where there is a concern about conduct, the Disciplinary Policy (WLILP55) applies.

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 probation, if you decide to leave you must give two weeks' notice, as set out in your contract. If the Company ends your employment during probation, it will give the notice required by the Minimum Notice and Terms of Employment Acts and will follow fair procedures.

Garda Vetting

Garda vetting and re-vetting are set out in WLILP4 – Garda Vetting Policy, which applies to all employees. It is not repeated in this Handbook. No one may start relevant work until vetting has been completed. Please read it; copies are available from the office.

Working hours

Your contract of employment sets out your hours of work. Because the hours available depend on service users' needs, funding and service availability, Personal Assistants are placed in an hours band that reflects the range of hours they can usually expect. Your contract sets out your band, your guaranteed hours (the minimum weekly hours the Company will make available to you) and your expected average hours. Hours above or below the

expected average will vary from time to time. Your band may be reviewed and changed as the hours available change, and you may ask your Service Coordinator to review your band at any time. Hours are allocated fairly and consistently.

You are given at least 24 hours' notice of a shift and you may decline a shift offered on shorter notice without penalty. If a shift is cancelled at short notice, the cancellation payment set out in your contract applies. You also have statutory rights in relation to your hours, which the Company will deal with in line with the legislation. These include the right to ask in writing to be placed in the statutory band that reflects the hours you have actually worked over the previous 12 months, and the right, once you have completed probation and six months' service, to ask for more predictable and secure working conditions.

Standard Lunch and Rest Breaks

Employee lunch breaks are in line with statutory requirements. The Organisation of Working Time Act (1997) stipulates that you will not be required to work continuously for more than 4½ hours without a break of at least 15 minutes. If you are required to work more than six hours, you will be entitled to a 30-minute break (which may include the first break). West Limerick Independent Living operates within the confines of this legislation. Further details in relation to breaks are included in your contract of employment.

If you do not get an opportunity to take your break(s), you should inform your Service Coordinator or the General Manager in writing immediately and no later than within seven days.

Calculation of Salary

Pay, payslips, pay deductions, working time records and overtime are dealt with in the Payroll and Expenses Policy, which applies to all employees. They are not repeated in this Handbook. Your rate of pay and any contractual terms are set out in your contract of employment. Any deduction from your pay will be made only as permitted by the Payment of Wages Act 1991. If you think your pay is wrong, contact the Office Administrator or the Finance Manager straight away.

Salary Confidentiality

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

Overtime

Overtime must be scheduled in advance and authorised by your Service Coordinator, as set out in the Payroll and Expenses Policy and your contract of employment. Unauthorised overtime will not be recognised.

Training and Development Policy

Training, development and any repayment of training costs are set out in WLILP45 – Training and Development Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Pensions

Pension arrangements, including auto-enrolment, are set out in WLILP18 – Pension Policy, which applies to all employees. It is not repeated in this Handbook. Further information is available from the Office Administrator.

Appraisals

Supervision, appraisal and performance management are set out in WLILP72 – Supervision, Appraisal and Performance Management Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Parallel Employment

You should inform the Company of any alternative employment you may have with another employer prior to commencement of employment with the Company. Should you wish to work for another employer outside of the work schedule with this Company, permission must be requested in writing. The Company will only restrict you from working for another Employer where it is proportionate and based on objective grounds. Where an incompatibility restriction is imposed, you will be provided with details of the restriction in a written statement along with the objective grounds on which it is based.

In the event that you are granted written permission from the Company in respect of the above, you are required to ensure that the number of hours worked in any such business or employment taken together with the number of hours worked for the Company under this contract shall not exceed on a daily or weekly basis those permitted under the Organisation of Working Time Act, 1997; in this regard, you are required to keep the Company fully informed in writing from time to time of the hours worked in any such other business or employment.

Confidentiality and Non-Disclosure Policy

Your duties of confidentiality, including confidentiality of service user and Company information, are set out in WLILP47 – Confidentiality and Information Sharing Policy, which applies to all employees. It is not repeated in this Handbook. You will also be asked to sign the Employee Confidentiality Agreement at the end of this Handbook.

Criminal Offences

You must tell the General Manager within 48 hours if you are charged with or convicted of a criminal offence (including where the Probation Act is applied) that is, or could be, relevant to your role, to working safely with service users, to your driving licence where driving is part of your job, or to the trust placed in you. If you are unsure whether to tell us, please ask. Garda vetting requirements in WLILP4 also apply. Failure to notify the Company may be dealt with under the Disciplinary Policy (WLILP55). A charge or conviction does not automatically lead to dismissal: the Company will consider the facts and the relevance to your role and will follow a fair process.

Work Life Balance Policy

Flexible working, remote working and other work-life balance arrangements, including how to make a request, how the Company decides it and how approved arrangements work, are set out in WLILP73 – Work-Life Balance, Flexible and Remote Working Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Third Party Pressure Policy

The Company provides a service to clients and our employees undertake work at client premises. As a result of the nature of this relationship, decisions can be made by clients in relation to service requirements etc, which are outside of West Limerick Independent Living's control.

The aim of this Third-Party Pressure Policy is to provide employees with transparency in relation to the Company's procedure in the event that a client changes the service requirement of an employee assigned position and/or requests removal of an employee, whether due to the service no longer being required, concerns relating to that employee's performance or conduct or for any other reason.

Where the reason for a client's request involves a safeguarding concern, WLILP8 – Safeguarding Vulnerable Persons at Risk of Abuse Policy or WLILP3 – Child Protection and Welfare Policy applies first. Where it involves an employee's conduct or performance, the Disciplinary Policy (WLILP55) may also apply.

Procedure

Step 1: Verifying the Request

In the event of West Limerick Independent Living being instructed by a client to cease the assignment of an employee West Limerick Independent Living will attempt to request from the client (in writing) the reason(s) for the request and confirmation of the request itself.

Step 2: Review

The Company will conduct enquiries into the reason(s) for the client's request and the employee will be provided with an opportunity to comment and/or make representations in relation to the client's request where relevant and the bases thereof (if same have been provided). Where West Limerick Independent Living deems it appropriate in the circumstances, the employee will be invited to a meeting to discuss the matter.

Step 3: Reconsideration

Where relevant the Company will relay the employee's comments and/or representations (if any) to the client, together with any further comments on behalf of the Company. On those bases, the Company will ask the client to reconsider their request and, where appropriate, suggest alternative action.

Step 4: Possible Further Reconsideration

In the event that the client will not reconsider their decision, the Company will communicate this to the employee and seek the employee's further comments (if any). A further meeting may be convened to discuss the matter.

Step 5: Reasonable Alternatives

In the ultimate event that the client will not reconsider their decision, the Company will communicate this to the employee in writing.

Reasonable attempts will be made to secure an alternative client or assignment for the employee.

The Company will consult with the employee on any reasonable alternative options and the employee should not unreasonably refuse any of the alternatives presented.

The Company may, on a precautionary basis and in order to minimise potential prejudice to the employee, begin the process of seeking to identify alternative assignments in advance of any final decision on the part of the client. This should not be understood as the Company having taken a position with regard to the client's request to terminate and/or vary the assignment.

Should a reasonable alternative assignment be secured, it may involve different hours or a different service user. Any change to the employee's hours or terms will be agreed with the employee or made in line with the employee's contract of employment.

Pay and any other entitlements during any period when the client has requested removal, the Company is considering the matter or the Company is seeking an alternative assignment will be dealt with in line with the employee's contract of employment and employment legislation, including the lay-off and short-time provisions of the Redundancy Payments Acts where they apply.

No Reasonable Alternative – Termination

If no suitable alternative assignment can be found, the Company will consider all the circumstances, including whether the redundancy provisions apply because the service or the hours have ended. Where the Company concludes that the employment cannot continue, it may end the employment on the ground of other substantial grounds, giving the notice set out in the employee's contract (or the statutory minimum notice if longer) and confirming this in writing. The Company will act reasonably and fairly throughout, and a client's request alone will not be treated as a reason to end employment without the steps above.

Dignity and Respect at Work

Dignity at work, including bullying and harassment (including sexual harassment), is set out in WLILP54 – Dignity at Work Policy, and equality, diversity and inclusion is set out in WLILP36 – Equality, Diversity and Inclusion Policy. Both apply to all employees and are not repeated in this Handbook. Please read them; copies are available from the office.

Working Time and Leave Policies

Leave and working time entitlements are set by Irish employment legislation, which changes from time to time. West Limerick Independent Living will comply with the legislation in force at any given time, including any new or amended leave entitlements, whether or not this Handbook has yet been updated. The entitlements stated in the policies below reflect the law as it stands in 2026. Where the law and a policy differ, the law applies. Employees should ask the Office Administrator or the General Manager if they are unsure of their current entitlement.

Timekeeping Policy

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, the Nourish Care Planner app should be used to login-out of shifts. Absenteeism and tardiness place a burden on other employees and on West Limerick Independent Living.

If you know that you will be unable to attend, or are going to be late, please contact your Service Co-ordinator or the General Manager immediately no later than one hour before your normal starting time through the on-call mobile phone in emergencies, phone number is 085 806 4306. No voicemails to be left on the on-call phone. In the case of leaving a voice-mail message on coordinators phone a follow-up call must be made later that day. General Manager / Service Coordinator's phone number is 069 77320.

Repeated late arrival means that your colleagues must cover for you and the client service as well as the overall operation is adversely affected.

A failure to follow the company's Timekeeping Policy may result in disciplinary action up to and including dismissal in line with the company's Disciplinary Procedure.

Working Time Recording Policy

In order to comply with its obligation under the Organisation of Working Time Act, 1997 and to ensure an accurate account of people's movements for Health and Safety purposes, the Company is required to ensure that all employees comply with Working Time Recording procedures.

To comply with this legislation the Company has introduced Nourish Care Planner, an app that allows PA's to log in and out for their shifts. Failure to comply with time/clocking procedures may result in you not being paid, as it may not be possible to record when you attended or finished work. It is important that you log in only when you are at clients house ready to start work. When you are finishing your shift, or leaving the premises please log out.

All equipment for recording time including OTP devices located in the clients home are the property of West Limerick Independent Living and must not be removed from the clients home under any circumstances. Removing equipment without authorisation is considered a serious breach of this policy and may result in disciplinary action up to and including dismissal.

Access to the Nourish Care Planner app for recording time will be removed when an employee is on long term absence.

Timekeeping data will be monitored and may be used for disciplinary purposes. This includes data collected through swipe cards, remote clocking systems, and any other time recording methods used by the Company.

Remote Clocking

The Company's clocking system supports remote clocking. You will be asked to comply with this if you are working away from the premises. The system requires that you download an app on your phone and that you log in through the app.

Information gathered by the Working Time Recording procedures will be processed for payroll purposes, therefore, it will be forwarded to our payroll / account's supplier. This information will be made available to the WRC / The Department of Social Welfare / Revenue should they conduct an audit or review of the business. This information may be forwarded to our legal / HR service provider if issues arise in relation to hours of work for disciplinary purposes.

Right to Disconnect Policy

Introduction

The health and wellbeing of our employees is of the utmost importance to the Company, and we encourage and support all employees in prioritising their own wellbeing as well as in balancing their working and personal lives whether they work traditionally, flexibly, or remotely.

The Company has implemented a Right to Disconnect policy, which includes best practice guidance around wellbeing, working hours, the use of technology and more. This policy is drafted in line with the Code of Practice on Right to Disconnect, 2021.

The purpose of this policy is to support our employee's Right to Disconnect while recognising that occasionally legitimate reasons arise when it is necessary to contact them outside of normal working hours.

Disconnecting from work is vital for your wellbeing, and to help you achieve a healthy and sustainable work-life balance. The Company recognises that every employee is entitled to switch off outside of their normal working hours and enjoy their free time away from work without being disturbed, unless there is an emergency or an agreement to do so exists, for example while the employee is 'on call'.

The Company maintains an open-door policy with regards to work related or personal problems which are always treated in the strictest confidence. If we, as management, can be of assistance in resolving such problems relating to your Right to Disconnect we will make time for you and listen sympathetically. The Company is committed to promote a system of open communication within the workplace and encourages all employees to utilise this system in full.

The Company entrusts the management team in ensuring that employees are not being contacted outside of work unless there is an emergency or an agreement to do so, however, should you feel that you are being consistently contacted and expected to respond outside your normal working hours, please do not hesitate to contact the General Manager.

Wellbeing Awareness

All employees are encouraged to plan and carry out a leisure activity when they finish work. This is particularly important for remote workers to create separation from the end of their workday and the beginning of their personal time.

All employees are encouraged to monitor their working hours and to take breaks in accordance with the Organisation of Working Time Act 1997 (OWTA 1997). Such breaks should be taken away from work devices. In line with section 13 of the Safety, Health and Welfare at Work Act 2005 all employees are required to take reasonable care for their own health and well-being.

Employer and Employee Obligations

All employees and management team play an important part in creating a culture where the whole team feels they can disconnect from work- and work-related devices.

Employer Obligations

The Company is responsible for providing employees with information on their working time under the Terms of Employment (Information) Act 1994, as amended (including by the Employment (Miscellaneous Provisions) Act 2018 and the European Union (Transparent and Predictable Working Conditions) Regulations 2022), including what their normal working hours are reasonably expected to be. The Company is also responsible for ensuring that employees take the rest periods required by the Organisation of Working Time Act 1997.

The Company is responsible for ensuring a safe workplace, including revision of the risk assessment and, where necessary, their safety statement in line with the Safety, Health and Welfare at Work Act 2005 and taking account of their obligations under section 8(2)(b) of the Safety, Health and Welfare at Work Act 2005. This extends to 'managing and conducting work activities in such a way as to prevent, so far as is reasonably practicable, any improper conduct or behaviour likely to put the safety, health and welfare at work of his or her employees at risk'.

The Company is committed to not penalising any employees for acting in compliance with any relevant provision or performing any duty or exercising any right under section 27 of Safety, Health and Welfare at Work Act 2005.

Employee Obligations

- Every employee is responsible for ensuring that they manage their own working time.
- In line with section 13(1)(a) of the Safety, Health and Welfare at Work Act, every employee should take reasonable care to protect their safety, health and welfare and the health and safety of co-workers, while at work.
- Every employee is responsible for cooperating fully with the Company time and attendance management system including employees performing work remotely.
- Every employee has a duty of being mindful of their work colleagues', and all other people's Right to Disconnect (e.g., by not routinely emailing or calling outside normal working hours).
- Every employee has a duty of notifying their manager, in writing, of any statutory rest period or break to which they are entitled to and were not able to avail of on a particular occasion and the reason for not availing of such rest period or break.
- Every employee has a duty of being conscious of their work pattern and aware of their work-related wellbeing and taking corrective action if necessary.

The Role of Managers

The management team play a crucial role in the implementation of this policy and should demonstrate clear commitment to ensuring employees' Right to Disconnect through leadership, leading from the front as well as identifying and addressing any issues that arise in a timely manner. The Company will provide them with appropriate training, guidance, and support to ensure their success.

It is the responsibility of the managers to recognise and take corrective action when an employee's inability or reluctance to disconnect appears to be linked to excessive workload, performance issues, or whether organisational culture is a contributing factor. In such circumstances, managers must ensure that employees have clear goals and deliverables that, other than in exceptional circumstances, can be delivered during normal working hours.

Working Hours

Due to the nature of our business, the Company recognises that normal working hours will differ from person to person. However, it is noted that regardless of the differences in normal working hours, each employee has an equal Right to Disconnect as per this policy.

The Company reasonably expects that all employees disconnect from work emails, messages, and other communications, outside of their normal working hours and during annual leave. However, there are occasional

legitimate circumstances when it may be necessary to contact employees outside of normal working hours, including but in no way limited to:

- Establishing availability for rosters
- In the event of having, at short notice, to cover an absence of a work colleague due to illness.
- Where unforeseeable circumstances may arise,
- Where an emergency may arise,
- Where business and operational reasons require contact out of normal working hours.

The Company recognises that business and operational needs may dictate that there will be situations which clearly require some out-of-hours working by some employees depending on the service being provided, the employee's role, the needs of the clients and the unique requirement of critical services and as agreed in an employee's terms of employment.

Communications

Where possible, e-mails should be checked or sent only during normal working hours.

Due to varying patterns of work in the Company, some employees may send communications at times which are outside of the normal working hours for other employees, e.g., nights or weekends. In these circumstances, the following guidelines should be followed:

- Employee sending the e-mail should give due consideration to the timing of their communication and potential for disturbance, and the recipient should understand that they will not be expected to respond until their working time recommences.
- No employee should not feel that they must respond to social communications from colleagues outside of their working hours.
- The Company does not see social media platforms such as Snapchat, Facebook, Instagram and Twitter as approved methods of communication, however, where they are utilised by employees themselves, they should not feel that they must respond to social media communications from colleagues outside of their working hours.
- Where a manager sends communications outside agreed working hours, unless business and operational needs dictate that an immediate response is required, a statement will be attached to the correspondence outlining the expectation of a response. For example, 'E-mailing now suits my flexibility, but I do not expect a response or action outside your own working hours'
- Managers should speak to an employee if they notice that they are sending emails at odd hours– this may be a sign that they are finding it difficult to manage their workload or disconnect.

Company Meetings

The Company respects employee's time by only inviting them to meetings where they play an active role, have something to contribute or where some important information needs to be communicated to them.

Working Across Global Time Zones

The company recognises that working across different time zones and international travel may result in colleagues connecting at different times outside of normal working hours to complete their objectives. This does not mean that the recipient needs to respond in the same time period. Where colleagues are communicating across different time zones the following guidelines should be adhered to:

- Where possible, the sender should give due consideration to the timing of their communication and potential for disturbance, and the recipient should understand that they will not be expected to respond until their working time recommences.
- When communicating with a colleague in a different time zone, outside of their regular working hours, a statement should accompany the correspondence outlining the expectation of a response. For example, 'While it suits me to send this email now, I do not expect a response or action outside your own working hours'.

Raising Concerns

All employees and managers should manage the Right to Disconnect in a manner that is respectful of the other's rights and expectations and in the context of the relevant legislation and good workplace relations generally. They should also be conscious of the fact that due to business and operational needs and depending on a number of factors, including the role of the employee, clients'/customers'/guests' needs, nature of the business, etc., that circumstances may occasionally arise where communications are sent and received outside of employee's normal working hours.

When contact outside normal working hours becomes the norm, this needs to be addressed.

At times an employee may feel that their Right to Disconnect is not being respected or that their workload is such that they are not able to disconnect at the end of their normal working day. Examples of such situations might include:

- Being contacted regularly outside of normal work hours.
- Being expected to regularly work through lunch or other breaks.
- Being penalised for not being available out of normal working hours or favourable treatment for employees who stay connected out of hours.

While in no way diminishing the issue or its effects on individuals, the Company believes that an informal approach, in line with the Company Grievance Procedure, can be effective in providing resolution.

If an informal process has not been successful, then the remaining options under the Grievance Procedure may be utilised. An employee may decide, for whatever reason, to bypass the informal procedure and doing so will not reflect negatively during any formal process.

Data Protection

In order to comply with its obligation under employment legislation, the Company reserves the right to refer Right to Disconnect matters to outside professionals/ HR consultants for advice. Any information forwarded may be processed by those parties. Information will be made available to the WRC / The Department of Social Welfare / Revenue should they request same.

Absences from Work Policy

We attach great importance to attendance and punctuality, as these are essential for the smooth running of the Company. You are required to be at your place of work and prepared for work at the scheduled roster time.

Unplanned absences always cause extra work for your colleagues, so you should only be absent from work if you are unwell, taking an approved holiday, or have your manager's permission.

Unauthorised absence will render you liable to disciplinary action.

Advising absence

If you are unable to attend work due to illness or incapacity, you must inform your Service Coordinator or the General Manager **by telephone** not less than one hour before you are due to start work on the first day of such absence through 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. General Manager / Service Coordinator's phone number is 069 77320. **Notification by text message, email or voicemail will NOT be acceptable.** If you are too ill to contact your Service Coordinator or the General Manager, you should decide 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 if the absence spans several weeks, each Monday before 10.00 a.m.

Sickness Certification and Medical Examination

A medical certificate is required for every period of absence due to illness or incapacity, from the first day of absence. On your return to work, 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 medical certificate should contain the following:

- The name and address of the doctor and the patient.
- The date of issue (the company will not accept retrospective certification)
- A statement that the patient is or was under the care of the doctor.
- The opinion of the doctor that the patient is incapacitated as a result of either accident or illness.
- The expected duration of the absence
- The signature of the Medical Practitioner (not a rubber stamp).

Should there be more than 6 uncertified days or 6 spells of absence in any 12-month period 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.

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

The Company will fulfil its obligations in relation to statutory sick pay provisions.

The Company will comply with the Sick Leave Act 2022 and any other legislation on sick leave and sick pay in force from time to time. At the date of this Handbook (2026), employees with at least 13 weeks' continuous service are entitled to up to 5 days' statutory sick pay in a calendar year, paid at 70% of normal daily pay up to a maximum of €110 per day, on production of a medical certificate from a registered medical practitioner. The Company's sick pay scheme, set out in your contract, pays 70% of your daily rate for up to 7 days of certified absence in a 12-month period (January to December). The scheme includes your statutory sick leave entitlement and does not add to it, and if the statutory entitlement is greater, the statutory entitlement applies. If the law changes, the entitlement in force at the time applies.

The Company operates a sick pay scheme over and above the statutory requirements, details of which are outlined in the employees' contract of employment. The sick pay scheme runs from January 1st to December 31st every year.

This scheme of payment is provided to employees should they be forced to be absent from work because of genuine illness.

Managers are required to investigate thoroughly where appropriate before authorizing payments.

Payments will be withheld in cases of abuse and disciplinary action taken against individuals concerned up to and including dismissal.

Payment of wages and salaries during absence through illness or injury are strictly based on the rules outlined below.

The following rules apply to the Scheme:

- A medical certificate from a registered medical practitioner is required for any absence due to illness or injury from the first day of absence. This requirement applies to the Company's sick pay scheme and to statutory sick pay.
- If no certificate is produced, sickness salary in relation to any such leave will not be discharged.
- Staff members are expected prior to the end of each and any day's absence due to sickness to personally phone the office and speak to their Service Coordinator or the General Manager to update the office of their status.
- You must submit a Certificate weekly thereafter in respect of any continuing absence are required to maintain contact with the Company.

Once statutory sick pay is exhausted the sick pay scheme will not cover absences relating to traffic accidents, substance abuse, sporting accidents, injuries occurred in another employment or while carrying out work elsewhere (e.g., family farm, home DIY etc.)

Please note that Doctor's certificates that are backdated or retrospective will not be accepted by the office under any circumstance.

The Company will continue to comply with legislation in respect of sick pay and will amend this policy if, and when, revisions are made to the legislation.

An employee who has a certified illness may qualify for Illness Benefit from the Department of Social Protection, subject to its qualifying conditions.

Engaging with the Company During Absence

During any period of medically certified absence from work, you are required to engage in reasonable communications with Management/HR. This is in order to ensure the lines of communication remain open between you and the Company for the following justified reasons;

- To greater understand what the Company can do to help facilitate your return to work.
- To help you ease back into to the workplace if you have been absent for a pro-longed period.
- For operational and planning purposes.

Engaging with the Company during medically certified leave may include;

- Company meetings, where appropriate.
- Communication through appropriate means; telephone or email.

Failure to Engage with the Company

It is a condition of your employment with the Company that you maintain lines of reasonable communication open between you and the Company during any period of medically certified absence.

Compliance with this policy is contingent on your reasonable engagement with us. The following circumstances do not constitute engagement on your part;

- a. Failing to submit medical certificates and/or communicate with us in relation to your absence.
- b. Failing to attend Company arranged Doctor appointments.
- c. Submitting medical certificates but failing to; attend Company Doctor appointments and/or failing to engage in company meetings.

In any event where section c above applies, the Company may, after exercising all reasonable efforts to request your engagement, cease accepting medical certificates issued by you until such a time that you engage with the Company. You will be communicated to regarding the same and be given 5 days to get in contact with the Company before your absence may be deemed unauthorised.

We sincerely hope that this will not be necessary, and the Company will make every reasonable attempt to engage with you in advance of the above being taken.

Failure to abide by any of the above regulations will be classed as unauthorised absence and may lead to disciplinary action in line with the Disciplinary Procedure.

Annual Leave and Sick Leave

You also accrue statutory annual leave during periods of absence due to certified sick leave. Annual leave accrued during sick leave must be used within 15 months of the statutory leave year in which it was accrued. If your employment ends during this 15-month period, then you shall receive pay in lieu of the accrued (but not taken) statutory leave.

Public Holidays and Sick Leave

Full time employees who are on sick leave on a Public Holiday are entitled to benefit for that Public Holiday. Part-time employees who are on sick leave during a Public Holiday are also entitled to benefit for the Public Holiday, provided the employee had worked for at least 40 hours in the previous five-week period. Employees on sick leave for more than 26 consecutive weeks (or for more than 52 weeks due to an occupational injury) will not be entitled to the Public Holiday benefit if they are absent from work immediately before the Public Holiday.

Notifiable Illnesses

It is a rule that you must report immediately any contagious or infectious diseases. This includes gastro-enteritis, food poisoning, any form of illness resulting in diarrhoea or vomiting, any specific conditions such as a septic cut or boil, skin diseases and ear or throat infection. If you suffer any such upset on holiday, you must report it to your Service Coordinator or the General Manager on your return. You must also report to your Service Coordinator or the General Manager if anyone in your household contracts a contagious or infectious disease, and in all cases, you should obtain a Doctor's clearance before returning to work.

Returning to work after a long-term illness

You should keep in contact with your Service Coordinator or the General Manager if you are absent for a long period of time and you are required to submit medical certificates on a weekly basis. 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.

Return to Work Cert

An employee, prior to returning to work, must submit a certificate from the Doctor declaring the employee's fitness to return to normal work under normal conditions on the specified date.

Return to Work Meeting

Management reserves the right to conduct a return-to-work meeting on a case-by-case basis.

Medical Assessment

The Company reserves the right to refer you for a medical assessment by a doctor nominated by us, whose opinion shall be final.

Review

Management will review the continuing employment of any employee who is persistently absent due to illness or injury.

Confidentiality

All information gathered in relation to your absence will remain confidential.

Non Compliance With/Abuse of Absence from Work 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.

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.

Annual Leave and Public Holiday 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 annual leave entitlement and holiday pay for each employee is set out in the contract of employment in accordance with the Organisation of Working Time Act, 1997. 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 40 hours per week, you will accrue 8 per cent of hours worked as holiday hours subject to a maximum of 4 working weeks per year.

Fixed term employees - 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 | ○ First Monday in June |
| ○ St. Brigid's Day | ○ First Monday in August |
| ○ St. Patrick's Day | ○ Last Monday in October |
| ○ Easter Monday | ○ Christmas Day |
| ○ First Monday in May | ○ St. Stephen's Day |

We recognise the importance of public holidays for rest and relaxation. While the Company strives to avoid scheduling work on public holidays, due to the nature of our services supporting clients in the community, there may be occasions where working on a public holiday is necessary.

All full-time employees who comply with normal statutory qualifying criteria are entitled to public holiday benefits.

Part-time /Casual employees who have worked at least 40 hours in the 5-week period ending on the day before the public holiday are also entitled to public holiday benefits.

- If you work on the public holiday, you will be paid double time, which is your pay for the hours worked plus an additional day's pay as your public holiday benefit.
- If you are not rostered to work on the public holiday you are entitled to be paid the equivalent of one fifth of your average weekly hours. This may be calculated by reference to the hours worked over the previous thirteen-week period.

Working Hours and Public Holidays

Specific work schedules will be communicated and may be subject to change based on client needs.

The Company acknowledges that some clients may require assistance on public holidays.

The Company will endeavour to distribute public holiday work assignments fairly and evenly across the team, considering personal preferences whenever possible.

Should the public holiday fall on your working day you will be expected to work on that day. Should you wish to request the public holiday off you must provide the Company with a minimum of 2 weeks' of notice.

Working on a public holiday will be compensated with either an additional days pay or an additional day of annual leave.

Employees who do not normally work on the day the public holiday falls and are required to work on the public holiday will be given one week notice in advance whenever possible.

Employees on maternity leave, adoptive leave, paternity leave, parental leave, parents leave, health and safety leave and the first 13 weeks of carers leave maintain their public holiday leave entitlements for the duration of the absence.

Absences affecting annual leave

Certified sick leave does not reduce your statutory annual leave (see Annual Leave and Sick Leave under the Absences from Work Policy). Annual leave accrues on time worked and on absences that are treated as work by law, such as statutory maternity, adoptive, paternity, parental, parent's and force majeure leave. Periods of unpaid leave that are not protected by law may reduce the leave you accrue.

Procedure for holiday requests

All annual leave is requested through the Company's app and approved by your Service Coordinator on the system. Please give as much notice as possible and not 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. Holidays will be granted depending on leave requests submitted by other PAs ahead of time and dependent upon service capacity.

Annual leave is approved by your Service Coordinator on the system, and your request will be facilitated as far as possible with regard to your work. To avoid disappointment or cancellation you are strongly advised not to book your holiday before approval has been given in the app.

Before you go on holiday, you must have a brief meeting with your Service 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.

Format of annual leave

Annual leave must be planned and taken throughout the year with at least 2 weeks being taken within the first 6 months of the leave year.

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 Service Coordinator or the General 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.

In order to comply with legislation, we are required to retain information on your employee file regarding your annual leave entitlement for a period of three years. This will be required for time and attendance purposes in accordance with the Organisation of Working Time Act, 1997.

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 Service Coordinator or the General Manager (and subject to the requirements of the Organisation of Working Time Act 1997).

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 104 weeks. For full details of this leave, please contact Management.

Compassionate Leave Policy

In the unfortunate event of a death in the family, the Company will grant time off. The maximum time off allowed with pay is 2 working days for immediate family and 1 working day for non-immediate family. Immediate family consists of spouse or partner, children, parents and siblings and those of your spouse. Non-immediate family are grandparents, uncles, or aunts. Additional time off without pay should be authorised with the General Manager. If the funeral takes place on a non-working day or during annual leave, time off or payment will not be granted.

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.

The Company reserves the right to request additional information from the employee in relation to

- the employee's relationship with the person in respect of whom the force majeure leave is proposed to be taken or was taken,
- relevant evidence relating to the need of the person concerned which may be either a medical certificate signed by a medical practitioner outlining the nature of the injury or illness of the person concerned; or if no medical certificate can be provided evidence that the employer may reasonably require to show the nature of the injury or illness and that the employee's presence is, or was, indispensable at the location of the person concerned.

The Organisation will inform employees if their application for Force Majeure Leave has been successful and will hold records of all Force Majeure Leave taken by Employees.

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.

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 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.

Working while pregnant

In situations where a double up is required then the second assist must always be another employee and not a family member.

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

Return to Work

Employees are required to provide at least 4 weeks' written notice of their intention to return to work following leave. This notice should confirm the intended return to work date. Failure to notify the Company of your intention to return may result in you losing the right to return to work. Where possible employees will return to the position held immediately prior to the commencement of leave (provided this was their normal position), however where this is not feasible, he/she may return to work to suitable alternative employment that is no less favourable in terms and conditions.

Annual Leave and Public Holidays

Annual leave and public holiday benefits will continue to accrue during the period of maternity leave and additional maternity leave.

For further information on the below and any other details on Maternity Leave in West Limerick Independent Living please speak to the General 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. Bonus
9. Breastfeeding
10. Health and Safety

Adoptive Leave Policy

Scope

This policy applies to all employees and provides protection and leave entitlements for both adoptive parents (qualifying adopters). A qualified adopter is either:

- The sole adopter, in the case of a parent who is adopting a child on their own, or
- The nominated parent in the case of an adopting couple.

The adopting couple can choose who should take the adoptive leave – that is who will be the nominated parent. An adopting couple means a married couple, a couple who are civil partners or a cohabiting couple adopting a child.

Entitlement

In line with current legislation, all qualifying adopters are entitled to avail of up to 24 weeks adoptive leave. Leave commences on the actual date of placement.

Additional Adoptive Leave

An additional period of up to 16 weeks leave may be taken at the discretion of the qualifying adopter immediately following the initial adoptive leave period.

Adoptive Leave Applications Procedure

A minimum of 4 weeks' written notice is required from an employee intending to avail of adoptive leave and/or additional adoptive leave prior to the expected date of placement. In the case of an Irish adoption a certificate of placement should be forwarded within 4 weeks of the date of placement. In the case of a foreign adoption, a declaration of eligibility and suitability must be produced as soon as reasonably practicable, with a certificate of placement to be forwarded as soon as it is received by the employee.

Leave to Attend Classes and Meetings in Advance of the Adoption

Any employee involved in the adoption process is permitted to avail of paid time off to attend pre-adoption classes and meetings which they are obliged to attend, provided the meetings are held within the state. 2 weeks written notice of the first request must be provided. Evidence of the requirement to attend the class or meeting may be sought by the Company.

Leave in Advance of Foreign Adoptions

In the case of a foreign adoption, an adopting mother or sole male adopter may avail of some of their additional leave before the placement of the child for the purposes of familiarisation with the child in advance of the adoption. 4 weeks written notice of this intention must be provided, and a declaration of suitability and eligibility must also be supplied. This entitlement is in addition to the time permitted to attend classes and meetings in the state.

Payment

The Department of Employment Affairs and Social Protection will be responsible for making the adoptive benefit payment if the employee has the relevant social insurance (PRSI) contributions. This is unpaid leave by the Company.

Return to Work

Employees are required to provide at least 4 weeks written notice of their intention to return to work following leave. This notice should confirm the intended return to work date. Failure to notify the Company of your intention to return may result in you losing the right to return to work. Where possible the employee will return to the position held immediately prior to the commencement of leave (provided this was their normal position), however where this is not feasible, the employee may return to work to suitable alternative employment that is no less favourable in terms and conditions.

Annual Leave and Public Holidays

Annual leave and public holiday benefits will continue to accrue for the period of adoptive leave and additional adoptive leave.

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 26 weeks' Parental Leave in respect of each child. This leave is to be taken before the child's twelfth birthday or sixteenth birthday if the child has a disability or long-term illness. In the case of adoption of a child who is aged between ten and twelve years at the time of adoption, the leave must be taken within two years of the adoption order.

Leave may be taken either as a continuous block or two separate periods of a minimum of six weeks each. If the leave is taken in this way, there must be at least ten weeks between each separate period. The leave may only be broken up over a period of time with the consent of the Company. A week's leave means five days' consecutive absence from work, with a pro rata entitlement for part-timers.

If you are entitled to Parental Leave in respect of more than one child, no more than 26 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 General 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.

On receipt of your application the General 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 require you to ask their previous employer for a written statement confirming whether or not you have availed of Parental Leave while employed with that employer.

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.

Once signed, the confirmation note cannot be changed unless both the Company and the employee agree to the change.

Postponement by the employer

Before a confirmation note is signed, the Company can postpone Parental Leave for up to six months where the Company considers granting the leave would have a substantial adverse effect on the operation of the business. Situations where this might be necessary include:

1. Where the Employer is unable to find a replacement for the employee before they go on leave; or
2. Where a significant proportion of staff have asked to take Parental Leave at the same time.

The Company will give written notice of the postponement, stating the reason for it and when the postponed leave may be taken. This will be done within six months from the date of the original date requested. If, because of the postponement, the employee's child reaches the age threshold the employee will retain his/her right to parental leave.

Protection of rights

While you are on parental leave, all statutory and contractual employment rights are protected except the right to remuneration and superannuation benefits/ contributions.

PRSI Record

You are advised to contact your local Social Welfare Office on return from Parental Leave to ensure your PRSI record is continuous and reflects the period of Parental Leave taken.

Returning to work

Employees taking parental leave have the right to return, as far as reasonably practicable, to the job in which they were employed before their absence or, if this is not reasonably practicable, a suitable alternative. Every effort will be made to return employees to the same or similar position to the one held prior to parental leave. It will not be on less favourable terms and conditions than those which would have applied to the employees had they not been absent. Sometimes it may not be practicable to reinstate employees to a job similar to their former position, and an alternative will therefore be offered. In such circumstances the Employer will take account of qualifications and experience of the employee. The job will not be on less favourable terms and conditions than the job formerly held.

Paternity Leave Policy

Ante-Natal Classes

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 antenatal 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 General 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.

Statutory Paternity Leave

New parents (other than the mother of the child) are entitled to paternity leave from employment following birth or adoption of a child for the purposes of enabling the employee to provide, or assist in the provision of, care to the child or to provide support to:

- the mother of the child
- the qualifying adopter
- to entitle a surviving parent to employment leave on the death of a relevant parent.

The Paternity Leave and Benefit Act 2016 provides for statutory paternity leave of 2 weeks to be taken as one continuous period of two weeks.

Employees on Fixed-Term Contract

Employees on fixed-term contracts are entitled to Paternity Leave. However, if the contract is due to expire during a period of Paternity Leave, the leave and any entitlements to benefit expire on the same day. There is no entitlement to return to work following the leave.

Notification and Confirmation of Paternity Leave

Paternity leave must usually be applied for in writing at least 4 weeks in advance. However, the Company will allow for relaxation of the normal notification period in cases where the date of confinement occurs four or more weeks before the expected date, subject to a minimal notification period of 14 days.

At the time of notification, or as soon as reasonably practicable afterwards, the employee must give the Company a copy of the medical certificate confirming the pregnancy of the expectant mother and confirming the expected week of confinement of the expected mother.

In the case of adoption (other than intercountry adoption effected or to be effected outside the state) notification, in writing, of the expected day of placement is required as soon as reasonably practicable. A copy of the certificate of placement issued to the adoptive parent/s must be supplied as soon as possible but no later than 4 weeks after the date of placement.

In the case of intercountry adoption effected or to be effected outside the state notification, in writing, of the expected day of placement is required as soon as reasonably practicable. A copy of the applicable declaration of eligibility and suitability issued to the adoptive parent/s must be supplied as soon as possible but no later than 4 weeks after the date of placement.

Taking the Leave

Paternity Leave can be taken at any time commencing on the date of the birth (or placement in the case of an adoption) and ending not later than 26 weeks thereafter. The period of Paternity Leave will commence on the date the relevant parent selects in his/ her notification, but it cannot commence earlier than the date of confinement or the day of placement and cannot be later than 26 weeks after that date.

Postponement

Paternity Leave may be postponed (either in whole or in part) in the event of hospitalisation of the child. In such an event the relevant parent will be allowed to select another date at which the paternity leave will take place.

Postponement in the Event of Hospitalisation of the Child

If the child who the Paternity Leave relates to is hospitalised the relevant parent can submit a written request to their employer for the postponement of their paternity leave.

If the employer agrees to this request the relevant parent may postpone the leave, but it must be taken in one continuous period commencing not later than 7 days after the discharge of the child from hospital or such other date the employer and relevant parent agree to.

Postponement Due to Sickness of the Relevant Parent

In the event that the relevant parent becomes sick prior to the commencement of the leave, he/she must notify the Company in writing of their wish to postpone the leave and they must provide medical certificate confirming the illness. In such an event the absence will be treated in the same manner as any absence from work of the relevant parent due to sickness. The relevant parent must notify their employer in writing of their intention to take their postponed leave as soon as reasonably possible but not later than the day the postponed leave begins.

Transfer of Leave

Transfer of leave to the mother (or other surviving parent) is possible where a father or other relevant parent dies while having an entitlement to paternity leave that has not been used.

Return to Work

Where possible the employee will return to the position held immediately prior to the commencement of leave (provided this was their normal position), however where this is not feasible, the employee may return to work to suitable alternative employment that is no less favourable in terms and conditions.

Annual Leave & Public Holidays

Annual leave and public holiday benefits will continue to accrue for the period of Paternity Leave.

Payment

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.

Parent's Leave Policy

Scope

This policy applies to all employees and provides protection and leave entitlements for relevant parents.

Relevant Parents

A “relevant parent” for clarification purposes is:

- the qualifying adopter
- the spouse, civil partner or cohabitant of the qualifying adopter
- a married couple of the same sex,
- a couple that are civil partners of each other, or
- a cohabiting couple of the same sex,
- a parent of the child,
- the spouse, civil partner or cohabitant, as the case may be, of a parent of the child,
- a parent of the child under section 5 of the Children and Family Relationships Act 2015 where the child is a donor-conceived child within the meaning of Part 2 of that Act;

Purpose

The purpose of Parent’s Leave is to enable you as a parent to provide, or assist in the provision of, care to the child during the first two years since birth or first two years since child’s placement through adoption.

Leave

The total Parent’s Leave entitlement is 9 weeks per relevant parent. The leave can be taken as a block of 9 weeks, or separate weeks of leave. The leave cannot be taken in any other way and must be used within 2 years of the adoption or birth of the baby. Parent’s Leave cannot be transferred between parents – except in specified circumstances such as the death of one of the parents.

Notice

To avail of Parent’s Leave the employee must give the employer 6 weeks’ notice in writing and provide evidence in the form of a copy of the birth cert or adoption confirmation.

Refusals

The request can only be refused if the employee is not entitled to it.

Postponement

The Company can postpone the Parent’s Leave for up to 12 weeks for the following reasons:

- Seasonal variations in the volume of work
- No replacement to carry out your work
- The nature of your duties
- The number of other employees also taking parent’s leave
- Any other relevant matters.

Annual Leave & Public Holidays

Annual leave and public holiday benefits will continue to accrue for the period of Parent's Leave.

Payment

The Department of Employment Affairs and Social Protection will be responsible for making the benefit payment if the employee has the relevant social insurance (PRSI) contributions. Parent's Benefit is only paid once for both single and multiple births. For example, if you have twins or adopt 2 children at the same time, you get one payment. This is unpaid leave by the Company.

Domestic Violence Leave Policy

We recognise that domestic violence is a serious issue and can have a significant impact on the physical and mental well-being of individuals.

For this policy and in line with the Work Life Balance and Miscellaneous Provisions Act 2023, domestic violence is defined as violence, or threat of violence, including sexual violence and acts of coercive control committed against an employee or a relevant person by another person.

Domestic abuse has significant impacts on people affected by it, which can also impact their work attendance, performance, and productivity. In some cases, abuse can occur during work time or through work communications channels. The workplace can also be a place of safety and support for the individual. The importance of maintaining employment and independent income as a basis for recovery cannot be underestimated.

As an organisation, we are committed to providing a safe and supportive work environment for our employees and offering support to affected employees.

Domestic violence and abuse can occur within any relationship, although women are affected disproportionately. This policy is applicable in all cases regardless of gender or sexuality.

Purpose:

The purpose of the policy is to:

- Provide for a period of paid time away from work for an employee who has experienced, is experiencing, or, is at risk of experiencing domestic violence and abuse.
- Promote a workplace culture that facilitates disclosures of domestic abuse.
- Support employees through a range of policy provisions, including paid leave.
- Support employees subjected to domestic violence and abuse in maintaining employment.
- Promote a safe work environment for all staff.

Scope:

This policy applies to all permanent, full-time, part-time or temporary employees who have experienced domestic violence in the past and/or who are currently experiencing domestic violence. This policy also applies to an employee whose presence is needed to support a relevant person, who is a victim of domestic violence.

How to Access the Provisions of this Policy:

An employee who may benefit from employer support under this policy is encouraged to raise the issue with their line manager if appropriate. In addition, the following persons ('designated person(s)') Laura Mulqueen Service

Co-ordinator and Margaret O'Brien O'Connor, General Manager have a primary role in the company in responding to disclosures of domestic violence and abuse. They have received appropriate training on responding to disclosures, the provisions of the policy, and their limits in providing support.

Disclosures:

The person responding to a disclosure will:

- Listen and respond in a non-judgmental and compassionate manner.
- Support the employee in making their own decisions.
- Provide practical support as appropriate (see: Supports available).

In line with good management practice, it is a manager's responsibility to be mindful of the well-being of their team members, and issues impacting on well-being. Where a manager has concerns regarding well-being, the manager may, if appropriate:

- Consider asking open questions in a private setting to allow the employee to disclose their experience if they wish to do so.
- Seek support from or refer the employee to a designated person, while being mindful of confidentiality (see: Confidentiality).
- Where a disclosure is made, provide or support access to available support as appropriate (see: Supports available).

Working from Home

Working from home can have a negative impact on employees subjected to domestic abuse. It is important that managers stay attuned to the well-being of employees when they work remotely. This, and other relevant factors, should be borne in mind where employees wish not to work remotely (where normally encouraged by the employer). Where possible, opportunities to work in a separate physical location will be encouraged and requests facilitated.

Disclosing to a Colleague

If an employee discloses to a colleague, the colleague will treat the disclosure in a supportive, non-judgmental, and confidential manner and bring this policy to the attention of the disclosing employee. It is not appropriate for the employee receiving the disclosure to pass on any information to others, including to managers or another designated person, without the consent of the disclosing person except in very limited cases (see: Confidentiality).

No Requirement to Disclose

For the sake of clarity, there is never any obligation on an employee to disclose that they are currently or have in the past been subjected to domestic violence.

Confidentiality:

Domestic violence and abuse should always be discussed in a private and confidential space.

All information regarding domestic violence will be kept confidential and shared on a need-to-know basis only and ideally with the consent of the employee concerned. For example, information may be shared with administrative staff dealing with domestic violence leave. Only information necessary to carrying out those roles/ tasks will be shared.

The Company may retain in the employee's personnel file:

- Administrative data such as approval of domestic violence leave
- Records of domestic violence leave will be kept for a period of three years as required by the legislation.

The above records will be stored securely, kept strictly confidential, and retained only for as long as necessary.

Colleagues to whom a disclosure is made (initial or as part of risk management) are required to keep confidentiality. Improper disclosure of information may be subject to disciplinary action.

There are limited occasions where confidentiality cannot be maintained. These are:

- Where there is a requirement under law.
- When ordered by a court.
- Where it is necessary to share the information to protect the safety of employees and/or the public.

In these circumstances, the employee will be informed of the reasons why confidentiality cannot be maintained, the information will be shared on a need-to-know basis only, and care will be taken to ensure that the sharing of information does not put the employee at greater risk. In any of these instances where confidentiality cannot be maintained, the employee will be encouraged to contact a specialist domestic abuse service for support.

Supports Available

Domestic Violence Leave:

Entitlement

The Company will grant up to 5 days of paid domestic violence leave in any period of 12 consecutive months.

These days may be consecutive or non-consecutive days.

Should an employee be absent for part of a day during which he or she is required to work on that day shall be deemed to be one day of domestic violence leave.

The purpose of the leave is to enable the employee who has in the past or is currently experiencing domestic violence or, to enable the employee to assist the relevant person who has in the past or is currently experiencing domestic violence, to do any of the following in relation to the domestic violence experienced by him or her:

- seek medical attention,
- obtain services from a victim services organisation,
- obtain psychological or other professional counselling,
- relocate temporarily or permanently,
- obtain an order under the Domestic Violence Act 2018,
- seek advice or assistance from a legal practitioner,
- seek assistance from the Garda Síochána,
- seek or obtain any other relevant services.

For the purposes of eligibility for domestic violence leave the person who commits domestic violence against an employee or relevant person must be:

- the spouse or civil partner of the employee or relevant person,
- the cohabitant of the employee or relevant person,
- a person who is or was in an intimate relationship with the employee or relevant person, or
- a child of the employee or relevant person who is of full age and is not, in relation to the employee or relevant person, a dependent person.

A relevant person in relation to an employee is:

- the spouse or civil partner of the employee,
- the cohabitant of the employee,
- a person with whom the employee is in an intimate relationship,
- a child of the employee who has not attained full age, or
- a person who, in relation to the employee, is a dependent person.

A dependent person means any child of the person, or in respect of whom the person is in loco parentis, who is not of full age, or, if the child has attained full age, is suffering from a mental or physical disability to such an extent that it is not reasonably possible for him or her to live independently of the employee or relevant person.

Pay

The employee will be paid full pay for each day on which the employee is absent from work on domestic violence leave.

Procedure

The employee will be required to complete a Domestic Violence Leave Request Form confirming the date(s) on which he/she is proposing to take domestic violence leave. This form must be submitted to your manager as soon as is reasonably practicable.

It is recognised that in certain circumstances advance notice of this leave may not be possible. In circumstances where notice is not feasible the employee will be required to complete a Domestic Violence Leave Request Form as soon as reasonably practicable after taking the domestic violence leave confirming that he or she has taken such leave and the dates on which it was taken.

Where advance notice is not possible, the employee is still required to notify their manager of their intention to take or remain on domestic violence or other leave for this purpose as soon as reasonably practicable and preferably at least one hour in advance of their starting time in line with the Company's normal absence procedures.

Referrals

A list of domestic abuse specialist organisations is available in Appendix: Specialist Services and Workplace Contacts. This information will be provided to employees disclosing domestic abuse. Where appropriate, the employee will be supported to access a safe physical space and/or method of communication from which to contact these services.

Conduct in the Workplace:

Employees will be held accountable for their conduct in the workplace, in work time, or through work equipment. Where domestic violence and abuse is committed in the workplace, disciplinary procedures may be invoked with potential sanctions up to and including dismissal.

Employees who knowingly facilitate domestic violence, for example by providing access to equipment or information in respect of another employee, such as contacts/location/shift pattern, will be subject to disciplinary procedures.

Changes to this Policy

This policy will be kept under review to include any changes in legislation and good practice.

APPENDIX SPECIALIST SERVICES AND WORKPLACE CONTACTS

Specialist Domestic Violence and Abuse Services

Women's Aid

Women's Aid operates the 24hr National Freephone Helpline for victims-survivors of domestic violence. Support can also be accessed through the Instant Messaging Support Service, available on the relevant websites.

1800 341 900

www.womensaid.ie

www.toointoyou.ie

Men's Development Network

Men's Development Network operates the Male Advice Line, the national Freephone Helpline offering confidential advice and support to male victims-survivors of domestic abuse.

1800 816 588

www.mensnetwork.ie

Local Services

There are specialist domestic abuse services located in towns right across Ireland. Details of your local service can be accessed through these websites.

www.safeireland.ie

www.stillhere.ie

www.womensaid.ie/get-help/support-services/find-support-locally/

Other Services

Dublin Rape Crisis Centre

National Sexual Violence 24hr Helpline:

1800 77 8888

www.drcc.ie

Local Rape Crisis Centres

www.rapecrisishelp.ie

LGBT Ireland National LGBT

Helpline: 1800 929 539

www.lgbt.ie

An Garda Síochána

112 or 999

Leave for Medical Care Purposes Policy

As a Company we are committed to providing a supportive and compassionate work environment and recognise there are times that employees may need to take time off in order to provide care or support to a person in need of significant care or support for a serious medical condition. This policy outlines the entitlement, notification process, confirmation requirements, and record-keeping obligations for both employees and employers. The purpose of this policy is to ensure that employees can take the necessary time off work to care for their loved ones while also protecting the interests of the business.

Scope:

This policy applies to all permanent, full-time, part-time or temporary employees.

Purpose:

The purpose of the leave is to enable employees to take leave without pay for medical care purposes for the purposes of providing personal care or support to a person who is in need of significant care or support for a serious medical condition.

The person that is in need of significant care or support owing to the persons disability, illness or injury must be one of the following persons:

- a person of whom the employee is the relevant parent;
- the spouse or civil partner of the employee;
- the cohabitant of the employee;
- a parent or grandparent of the employee;
- a brother or sister of the employee;
- any other person who resides in the same household as the employee.

Entitlement to leave for medical care purposes is limited to circumstances where the Employee is present at the place where the disabled, ill or injured person is.

Entitlement:

The Company will grant up to 5 days of unpaid leave for medical care purposes in any period of 12 consecutive months.

These days can be consecutive or non-consecutive.

Leave for medical care purposes cannot be taken in a period of less than one day.

Should an employee be absent for part of a day during which he or she is required to work on that day shall be deemed to be one day of leave for medical care purposes.

Procedure:

The employee must complete the Leave for Medical Care Purposes Form and give to their manager as soon as is reasonably practicable outlining when the employee intends to take the leave.

In emergency circumstances where notice is not feasible the employee should complete the Leave for Medical Care Purposes Form immediately on their return to work after taking such leave.

Where advance notice is not possible, the employee is still required to notify their Service Coordinator or the General Manager at least one hour in advance of their starting time in line with the Company's normal absence procedures.

The form will state

- start date and duration of the leave
- outline the facts which entitle the employee to the leave
- be signed by the employee

The Company will confirm to the employee in writing that the form has been received.

Additional information may be requested from the employee in relation to

- the employee's relationship with the person in respect of whom the leave for medical care purposes is proposed to be taken or was taken,
- the nature of the personal care or support required to be given by the employee to the person concerned,
- relevant evidence relating to the need of the person for the significant care or support concerned which may be either a medical certificate signed by a medical practitioner stating that the person is, or was, in need of significant care or support for a serious medical reason or if no medical certificate can be provided evidence that the employer may reasonably require to show that the person concerned is, or was, in need of significant care or support for a serious medical reason.

The Company will retain the form on the employee file and the employee must also keep a copy of the form.

Retention of Records:

The Company will keep a record showing the period of employment of each employee and the dates and times upon which each employee was on Leave for Medical Care Purposes. These records will be retained for 3 years.

Suspected Abuse of this Policy

Suspected abuse of this policy is subject to investigation as provided for in the Disciplinary Procedure Policy. This may result in disciplinary action up to and including dismissal.

Employment Rights Protection

All your employment rights, except remuneration, are protected while you are on leave for medical care purposes. You will return to your normal job on completion of the period of leave.

Changes to this Policy

The Company reserves the right to amend this policy and will give one month notice of any changes.

Disciplinary and Grievance Procedures

Disciplinary Procedure

The disciplinary procedure is set out in WLILP55 – Disciplinary Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Grievance Procedure

The grievance procedure is set out in WLILP56 – Grievance Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Technology

Acceptable use of email, the internet and Company IT systems is set out in WLILP39 – Digital Communications and Social Media Policy and WLILP29 – Information Systems and Cloud Access Control Policy, which apply to all employees. They are not repeated in this Handbook. Please read them; copies are available from the office.

Social Media, Mobile (Cell and Smart) Phones and Related Technologies

Use of social media and digital communications is set out in WLILP39 – Digital Communications and Social Media Policy, which applies to all employees. It is not repeated in this Handbook. Employees must not take or post images of service users.

Data Protection

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.

Data Protection Policy

The Company is firmly committed to ensuring personal privacy and compliance with the General Data Protection Regulation (GDPR) and best practice guidelines and procedures in relation to all aspects of Data Protection.

All staff are required to comply with the GDPR and assist the Company in complying with the Regulation. Staff should protect the privacy and confidentiality of the personal data of customers, suppliers or employees. When dealing with personal data employees must employ the six core principles of Data Protection.

1. Personal Data must be obtained and processed fairly, legally and transparently. The Company will obtain and process personal data fairly and in accordance with statutory and other legal obligation.
2. Personal Data can only be obtained for specified, explicit and legitimate purposes and not further processed in a manner incompatible with those purposes. The Company will only keep personal data for purposes that are specific, lawful and clearly stated.
3. Personal Data obtained must be adequate, relevant and limited to what is necessary in relation to the purpose for which it was obtained.
4. Personal Data must be kept accurate and up to date.
5. Personal Data must be kept only for so long as is necessary for the purpose for which it was obtained.
6. Personal Data must be processed in a way that ensures appropriate security including protection against unauthorised or unlawful processing, and against accidental loss, destruction or damage, using appropriate technical and organizational measures.

Definitions

Personal Data is “any information relating to an identified or identifiable living person” and includes names, addresses, PPS number, date of birth etc. Special Category Personal Data includes data relating to a person’s racial or ethnic origin, political opinion, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health information or sex life or sexual orientation.

Processing

As employer we process employee data on the following legal bases.

For example

- the performance of the employment contract (e.g., payment of salary);
- compliance with a legal obligation to which the employer is subject (e.g., deduction of taxes);
- to protect the vital interests of the employee (this is intended to cover urgent health or humanitarian situations e.g., sharing personal data with the police to help to protect the data subject); and
- to protect the legitimate interests of the employer (e.g., the transmission of personal data within a group of undertakings for internal administrative purposes).

It is important to note that the company have certain outsourced services and so in order to comply with its legal obligations, the Company reserves the right to forward certain personal data for its employees to the relevant third parties. The company have taken extensive measures to ensure those third parties securely retain this information. Any information forwarded may be processed by those parties. Information will be made available to the WRC / The Department of Social Welfare / Revenue should they request same.

Security

It is important to note that all data will be treated with the utmost confidentiality and the company will take security measures to ensure your personal data is not accessible to anybody other than those who are authorised to have access to the same.

Personal Data

In line with the requirements of the GDPR, personal data should not be collected or retained if it is not needed and/or on the basis that it might be required in the future.

The types of information about individuals that the company collects will be reviewed periodically to ensure compliance with this requirement and in line with this Data Protection Policy.

Each category of personal data will be assessed when determining retention periods as the company may have justifiable reason to retain certain types of personal data.

Employment Records Policy

As your employer we have a responsibility to retain personal data and sensitive data on your employee file. This is for the purpose of administration and management and also in compliance with applicable laws and regulations. This data includes all relevant information pertaining to your employment including address, telephone number, emergency contact details, educational attainments etc.

- It is important to note that all data will be treated with the utmost confidentiality and the company will take security measures to ensure your data is not accessible to anybody other than those who are authorised to have access to the same.
- Personal Assistants files are kept electronically on our server which is password protected for the access of the manager and Service Coordinators only and a hard copy of all other employee files are stored securely in locked cabinets in the offices of West Limerick Independent Living accessible to the management team only.
- It is of utmost importance that your data is accurate and up to date and so it is your responsibility to notify the company of any changes that might affect your employment file such as a change in address etc.
- Management will ensure to rectify any inaccurate information on your employee file without delay.
- If you have any queries or need any information on your file updated, please ensure to contact your direct line manager immediately.

In line with the requirements as outlined in the GDPR, personal data should not be collected or retained if it is not needed and/or on the basis that it might be required in the future. The types of information about individuals that the company collects will be reviewed periodically to ensure compliance with this requirement and in line with the company's Data Protection Policy.

Each individual's personal data will be assessed when determining retention periods as the company may have justifiable reason to retain certain types of personal data.

You are entitled to have access to the personal data the Company holds about you, whether electronic or in a structured manual filing system. Please make the request in writing to the General Manager, saying which

personal data you want to see. The Company will respond within one month of receiving your request (extendable in limited cases as the law allows). There are exceptions and limitations on the right of access.

The right of access does not apply in some cases where the needs of civil society may be jeopardised, such as the need to investigate crime effectively, or the need to protect the international relations of the state.

You also have the right, in the circumstances set out in data protection law, to have inaccurate data corrected, to ask for data to be erased or its use restricted, to object to certain processing, and to receive certain data in a portable format. If you are unhappy with how the Company handles your data, please contact the General Manager. You may also complain to the Data Protection Commission (www.dataprotection.ie).

It is important to note that the company have certain outsourced services such as Payroll, HR Consultants etc. and so in order to comply with its legal obligations, the Company reserves the right to forward certain personal data for its employees to the relevant third parties. The company have taken extensive measures to ensure those third parties surely retain this information. Any information forwarded may be processed by those parties. Information will be made available to the WRC / The Department of Social Welfare / Revenue should they request the same.

Data Retention Policy

Retention of records and personal data is set out in WLILP7D – Data Retention Policy, which applies to all employees. It is not repeated in this Handbook.

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 Commission’s published guidance 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 ensure safeguarding of the premises.
- (c) To increase health and safety of staff, clients and visitors.
- (d) To monitor safety in the workplace.
- (e) To protect the Company in respect to any incidents or allegations of incidents in the workplace.
- (f) To allow footage to be used, where it is relevant and proportionate, in investigating an incident such as theft, damage, a safety incident or an alleged breach of Company policy. Any employee subject to a

disciplinary or grievance process will have the opportunity to review any CCTV footage used as evidence in that process.

The System will not be used to monitor the movements of staff, clients, or visitors. Expectations of reasonable individual privacy will be maintained in line with the principles of GDPR and operation of the system will be mindful that no such infringement is likely to take place.

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 authorisation 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 Síochána.

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 guidance of the Data Protection Commission 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.

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 General Manager, in accordance with the principles and objectives expressed in the Policy.

The day-to-day management will be the responsibility of the General 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 Coordinators

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 system is secured in the storage area of West Limerick Independent Living which is always locked. If an out of hours emergency happens the Management or Data Controller must be satisfied of the identity and purpose of contractors before allowing access to control cabinet.

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

Recording procedures

CCTV recording will be always maintained. 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.

CCTV procedures:

- CCTV is stored in the locked storeroom upstairs in West Limerick Independent Living offices. The equipment is programmed to automatically delete images after 28 days.
- CCTV may be viewed by the Gardai when requested to assist them in their duties.
- CCTV required for evidential purposes must be witnessed and signed by the General Manager, dated when this happens. A record will be maintained of the viewing of any CCTV to the Gardai or other authorised persons. A register will be maintained for this purpose.
- Should CCTV be required as evidence, this may be released to the Gardai under the procedures described in the above paragraph of the Policy. CCTV footage will only be released to the Gardai on the clear understanding that the recording remains the property of the Company, and CCTV footage 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 CCTV footage or any part of the information contained thereon. On occasions when a Court requires the release of original CCTV footage this will be produced as required.

The Gardai may require the Company to retain the CCTV footage for possible use as evidence in the future.

Applications received from outside bodies (e.g. solicitors) to view or release personal data stored on CCTV and held by the Company will be referred to the Company Board of Directors. In these circumstances a copy of the relevant CCTV footage 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 General Manager, for him/her to take the appropriate disciplinary action.

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 General Manager.

Complaints

Any complaints about the Company's CCTV system should be addressed to the General 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 is free to make a complaint directly to the Data Protection Commission (www.dataprotection.ie).

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), under the terms of the Acts.

Requests by Data Subjects for such access should be made in writing to the General 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 CCTV footage 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 individual's 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. The Data Protection Commission has indicated that data protection rights should not be used to trump the rights of particularly vulnerable members of society.

Employees should always adopt the expectation that individual service users may have CCTV systems installed in 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.

Data Protection

In order to comply with its obligation under employment and health/ safety legislation the Company reserves the right to refer any matters that involve CCTV including but not limited to disciplinary, grievances and/ or any injuries at work etc. to outsourced professionals/ HR Consultants/ insurance companies for advice/investigation.

Any information forwarded may be processed by those parties. Information will be made available to the WRC / The Department of Social Welfare / Revenue should they so request the same.

Leaving Employment

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.

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

Resignation

Employees are entitled to terminate their own employment through resignation. Employees must give written notice of resignation of at least the notice set out in their contract of employment, and in any event not less than the minimum notice required by law.

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

- Written notification of your resignation must be submitted to your Service Coordinator or the General Manager, stating the date of termination of employment..
- 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.
- You will be invited to participate in an exit interview. Your feedback is very important to the organisation and can help us identify what we are doing well and to receiving suggestions for improving employment conditions.

If you have any queries on the leaving process, please contact management.

Dismissal

The Company sincerely hopes that it will not be necessary to dismiss you, however it is noted that 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
- 6 Some other substantial grounds

Certain breaches of Company rules and of established custom and practice which may also render you liable to dismissal. For further details of the discipline and dismissal procedure applicable to this employment, the Employee should refer to WLILP55 – Disciplinary Policy. Without prejudice to any other grounds on which the Company may terminate your employment, the Company reserves the right to terminate your employment in the event of you being convicted of a criminal offence that, in the Company's reasonable opinion, affects your suitability for your role, or of a driving offence that results in a suspension of your driving licence and affects your ability to perform your duties.

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 Policy

Introduction

The Company values all employees, respects equality and diversity and is committed to creating a positive and inclusive work environment for all.

This policy sets out the Company's approach to retirement and to employees who wish to keep working, in line with the WRC Code of Practice on Longer Working. It also sets out the procedure the Company will follow with employees who are planning their retirement.

Scope

This policy applies to all employees. It does not apply to self-employed contractors or workers provided by a third-party agency.

Principles

- The Company does not have a fixed or compulsory retirement age. Employees may continue working for as long as they are able to carry out the duties of their role, with reasonable adjustments where appropriate.
- The State pension age is currently 66 and may change in future. Employees do not have to retire at that age. Their State pension entitlements are a matter between the employee and the Department of Social Protection.
- Fitness to work: The Company applies the same approach to all employees, whatever their age. Where there is a reasonable concern about an employee's ability to carry out their duties safely, for themselves, for service users or for others, the Company may ask for a medical certificate or fitness-to-work letter from the employee's GP, or for an assessment by an occupational health doctor, and will consider reasonable adjustments. Any such request will be based on the concern and not on the employee's age.
- Employees can indicate a date at which they plan to retire from employment. Should the employee change their mind, the Company will accommodate their request to continue working beyond the originally indicated retirement date.
- Employees who decide to retire must give the notice set out in their contract of employment. The Company asks employees to tell the General Manager as early as they can, ideally 6 to 12 months ahead, so that handover and succession can be planned.

Procedure

- The Company will provide clear information on how retirement procedures work both at recruitment and at regular intervals throughout the employees' career for example during annual performance and development reviews.
- Good information and suitable guidance can enable employees to make more informed choices in planning for their retirement.
- The Company will not require any employee to retire because of their age. Employees who are thinking about retirement can discuss it with the General Manager at any time, including at their annual appraisal.
- A meeting will be arranged with the employee to discuss arrangements for retirement, including handover plans and succession planning, phased retirement (if applicable), and pension details (if applicable).
- Should the employee wish to request a partial retirement they must do so in writing. Decisions to accommodate requests will be based on the case being made by the employee and the needs of the business at the time and will not apply universally.

Review:

This policy will be regularly reviewed to incorporate any legislative changes and will be formally reviewed on a yearly basis.

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 once they have completed 104 weeks of service.

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 and 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.

It is the Company's intention to avoid redundancies where possible and we would always seek alternative solutions. In the event that your position becomes at risk, you will be informed as soon as possible and consulted with as appropriate.

Redundancy entitlements and payments

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

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.

Lay-off and Short-time

The Company reserves the right to lay you off from work or reduce your working hours where, through circumstances beyond its control, it is unable to maintain you in employment or maintain you in full-time employment. You will receive as much notice as is reasonably possible prior to such lay-off or short-time. No payment will be made for any period of layoff. Payment will only be made for hours actually worked during any

period of short time. Employees who are laid off or put on short-time may have rights under the Redundancy Payments Acts 1967 to 2022, including the right to claim redundancy where the lay-off or short-time continues for the periods set out in those Acts.

A change of band, or a change in your hours within your band, is not lay-off or short-time.

General Policies

Personal Telephone Calls

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

Telephone Monitoring Policy

Recording and monitoring of calls is set out in WLILP61 – Telephone Call Recording Policy, which applies to all employees. It is not repeated in this Handbook.

Whistleblowing Policy

Protected disclosures (whistleblowing) are dealt with under WLILP22 – Protected Disclosures Policy, which applies to all employees. It is not repeated in this Handbook. Please read it; copies are available from the office.

Gifts and Hospitality Policy

Gifts, hospitality and financial conduct are covered in WLILP5 – Code of Standards, Conduct and Professional Behaviour (Section 13) and, for gifts from service users, WLILP70 – Handling of Service Users' Money, Property and Gifts Policy. They apply to all employees and are not repeated in this Handbook.

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. Purchases and payments must be authorised and approved in line with WLILP11 – Financial Procedures and WLILP31 – Segregation of Duties.

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.

Travel and Expenses Policy

Travel, subsistence and expenses are set out in WLILP50 – Travel and Subsistence Policy and the Payroll and Expenses Policy, which apply to all employees. They are not repeated in this Handbook. Claims must be made as those documents require.

STANDARD OPERATING PROCEDURES

Policy for the Administration of Medications

Medication is dealt with in WLILP48 – Medication Policy, which applies to all Personal Assistants. It is not repeated in this Handbook. Personal Assistants must follow it at all times.

Policy for Handling Service Users Money

Handling of service users' money, property and gifts is set out in WLILP70 – Handling of Service Users' Money, Property and Gifts Policy, which applies to all employees. It is not repeated in this Handbook. Employees who are unsure what to do must check with their Service Coordinator or the General Manager before acting.

Personal Intimate Care Policy

Personal and intimate care is set out in WLILP20 – Personal and Intimate Care Policy, which applies to all employees who provide it. It is not repeated in this Handbook.

Falls Policy

The management and prevention of falls is set out in WLILP43 – Falls Policy, which applies to all employees. It is not repeated in this Handbook.

Security of the Home Policy

Security of service users' homes, including keys and access, is set out in WLILP16 – Security of the Home Policy, which applies to all employees. It is not repeated in this Handbook.

Catheter Care Policy

Catheter care is set out in WLILP15 – Catheter and Stoma Care Policy, which applies to all employees who provide it. It is not repeated in this Handbook.

Care of Stomas Policy

Stoma care is set out in WLILP15 – Catheter and Stoma Care Policy, which applies to all employees who provide it. It is not repeated in this Handbook.

Enteral Feeding Policy

Enteral (PEG) feeding is set out in WLILP9 – Enteral Feeding Policy, which applies to all employees who provide it. It is not repeated in this Handbook.

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.

Unauthorised Disclosure

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 dismissal.

Acceptance of the Employee Handbook

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

This Handbook sets out the Company's policies and procedures and is to be read together with your contract of employment. If there is any conflict, your contract of employment prevails. The Company may update this Handbook and its policies from time to time and will notify you of changes on or before the date they take effect. Your statutory entitlements are never reduced by any change. When you have read the Handbook, please sign this page within a week of receiving it and return a signed copy to the Office Administrator.

I acknowledge receipt of the Company Handbook, which I have read and understood. I understand that it is to be read together with my contract of employment.

Signed for the Company:

Date: _____

Signed by employee:

Date: _____

Please print your name here in **BLOCK CAPITALS:**
