**Key points to cover when a staff member reports in sick**

Where an employee is unable to attend work due to sickness they must:

* advise their manager, or agreed alternative contact, before their normal start time
* make contact by telephone unless other contact arrangements have been agreed
* only use a third party to report their absence in exceptional circumstances, where it is not practicably possible for them to do so themselves

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|  | **Points to cover during the call** |
|  | When did the illness start |
|  | What is the reason for the illness |
|  | How are they feeling now |
|  | How long do they think they will be off |
|  | Have they arranged a GP appointment & if so, when is it |
|  | When are they due to be on shift again and do they know at this point if they anticipate they will be fit to attend |
|  | What is their contact number so that you can contact them if necessary |
|  | If the absence relates to MH issues, confirm you will be contacting EASY |
|  | Is there anything else that we can help with or we should be aware of |
|  | Advise of additional supports available e.g. employee counselling, staff care &wellbeing, etc(if appropriate) |
|  | If appropriate to discuss, is the staff member aware of any work issues that require immediate attention |
|  | Agree with the staff member when they will contact you again |