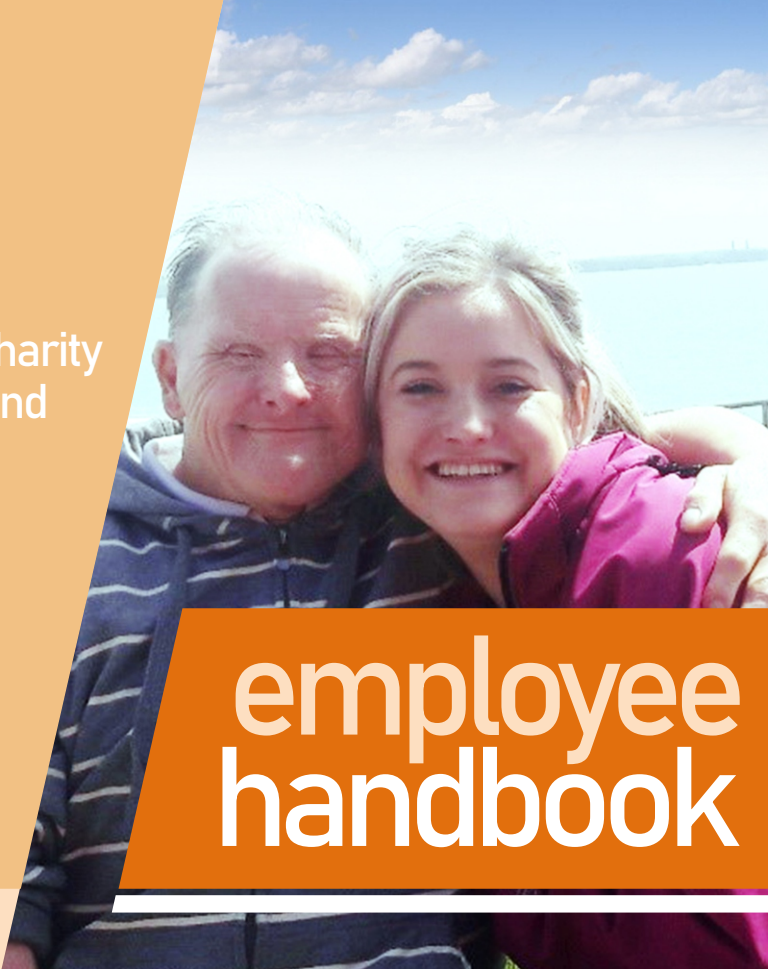




Brothers of Charity
Services Ireland



employee handbook

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We are committed to working with people with an intellectual disability to claim their rightful place as equal and valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work. We believe in the intrinsic value of every person and we aim to further the dignity of all associated with our services.

We continue the Brothers of Charity Services' tradition of being open to the best contemporary influences. We want to be inspired by the most creative ideas ... and to ask how we can give them concrete expression.

The Brothers of Charity Services Ethos (2001), *Going Forward Together*.

Welcome	2
Chapter 1: Introduction To The Brothers Of Charity Services Ireland	4
Ethos	4
A Summary Statement of The Brothers of Charity Services Ethos	5
Governance and Service Delivery	6
Chapter 2: Standards & Conduct	7
2.1 Code of Practice	7
2.2 Staff Standards and Behaviour	7
2.3 Equality	9
2.4 Communications	9
2.5 Confidentiality	10
2.6 Data Protection	10
2.7 The Health Information and Quality Authority (HIQA)	12
Chapter 3: Employment Conditions	13
3.1 Employment Contract	13
3.2 Remuneration & Reimbursement of Expenses	13
3.3 Induction	14
3.4 Probation	14
3.5 Leave Entitlements	14
3.6 Staff Wellbeing and Welfare	17
Chapter 4: Policies & Procedures	19
4.1 Grievance and Disciplinary Procedure	19
4.2 Safeguarding	19
4.3 Child Protection	19
4.4 Dignity At Work	19
4.5 Service Development, Transfers & Re-developments	20
4.6 Changes to Shift Patterns	20
4.7 Right of Search	20
4.8 Service Policies, Procedures, Protocols and Guidelines	20
4.9 Protected Disclosures of Information	20
Chapter 5: Staff Support & Development	21
5.1 Support & Supervision	21
5.2 Mandatory Training	21
5.3 Other Training & Development	22
5.4 Professional Registration	22
Chapter 6: Leaving the Brothers of Charity Services Ireland	23
6.1 Notice and Termination Of Employment	23
6.2 Provisions of the Unfair Dismissals Acts 1977-2007	23
6.3 Dismissal With and Without Notice	24
6.4 Retirement	24
6.5 Deductions from Pay	24
6.6 Pension	24
6.7 Return of Property	24



**You can make
a difference.**

Dear Staff Member,

We would like to welcome you to the Services. The National Advocacy Council has been in place within the service for more than 20 years and is made up of representatives from all 4 regions. The council's role within the service is to make sure that the voices of all people supported are heard at local, regional and national level.

We meet 5 times a year and discuss issues that are important to people that are supported by our Service. The NAC also meet with the National Leadership Team which consists of directors of services and all national heads of departments twice a year. These meetings give us a chance to have our voices heard. Many changes have happened because of this.

We hope you can be a great support to advocacy and we ask you to become familiar with our policy and the work we do. It is really important that you support our lives in a positive way and encourage us to be independent. It is really important to us that you make sure we have choice in how we live our lives, support us to make decisions every day, be respectful, listen to us, be approachable, respect our privacy, encourage us to take risks, be someone that we can trust, support us to be equal citizens in our community and most of all remember "Nothing about us without us".

You can make a difference.

We wish you the best of luck in your new job. We look forward to getting to know you.

Thanking You,

Claire Power
Chair, National Advocacy Council



**NATIONAL
ADVOCACY
COUNCIL**



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welcome



Dear Colleague,

Welcome to the Brothers of Charity Services Ireland.

The Services of the Brothers of Charity has a long tradition of service provision in Ireland, its first mission having been established in 1883 in Waterford. In choosing to work with our Services you are now part of that tradition and have committed to continuing on the work of the Services supporting individuals to claim their rightful place in society as valued and cherished citizens. In doing so you will be part of a team-led approach to service responses which will be guided by the Brothers of Charity Services Ethos, Vision and Values.

We believe that people perform most efficiently, and with commitment and motivation, when they fully understand their role and the Services expectations of them. We hope that this handbook gives you the necessary information to enable you carry out your valued role with confidence.

At all times the Brothers of Charity Services Ireland welcomes open and honest communications and we encourage you, during your employment, to raise with us any concerns about the services we offer or any suggestions for improvement to same. In the course of your employment with us our Services will endeavour to support, nurture and guide you towards the fulfilment of our shared vision.

Yours sincerely

Michael Hennessy

Chief Executive

chapterone

INTRODUCTION TO THE BROTHERS OF CHARITY SERVICES IRELAND

The Brothers of Charity Services Ireland endeavour to offer services/supports in local communities. This enables each person who is supported by our services to positively engage in the social and economic life of their local towns and villages and in doing so, develop a range of relationships that enhance their quality of life. Our responses are based on the recognition of each person (who is supported by our service) as an individual, an equal citizen with equal rights and an absolute respect of that status. We therefore support each person to live their lives based on their own personal visions and choices, to identify and select their personal goals in life and to develop their personal plan to achieve those goals.

ETHOS

The Brothers of Charity Services Ireland was established by the Congregation of the Brothers of Charity to carry out its mission in Ireland to people who have an intellectual disability. The Congregation is a Christian organisation in the Roman Catholic tradition and it has its origin in an ongoing inspiration in the vision and mission of Canon Peter Joseph Triest who founded the Congregation in 1807. The Brothers of Charity established their first mission in Ireland in 1883.

Peter Joseph Triest was motivated by the message of the Christian Gospels and by his desire, firmly based on that message, to join with others in building a better world especially for young people who were vulnerable. In carrying forward the work of the Congregation in Ireland today the Brothers of Charity Services Ireland is committed to remain loyal to his inspiration. Consequently, we seek to promote quality relationships in the lives of those we support as a core value. It is this that inspires us to show love and respect for those we support in our every action and motivates us to promote their dignity in all circumstances.

How these values are expressed has evolved over time with our greater understanding of the rights of all people with a disability, with the changing hopes and expectations of the individuals and families with whom we work, and with the growing expertise of all associated with our services.



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We are committed to working with people with an intellectual disability to claim their rightful place as valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work. We believe in the intrinsic value of every person and we aim to further the dignity of all associated with our services.

We continue the Brothers of Charity Services' tradition of being open to the best contemporary influences. We want to be inspired by the most creative ideas ... and to ask how we can give them concrete expression.

The Brothers of Charity Services Ethos (2001), Going Forward Together.



A SUMMARY STATEMENT OF THE BROTHERS OF CHARITY SERVICES ETHOS

- 1 The Brothers of Charity Services are committed to working with people with an intellectual disability to claim their rightful place as valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work.
- 2 We believe in the intrinsic value of every person and we aim to further the dignity of all associated with our services. We want each individual to have wide opportunities for self-expression in home life, education, occupation, and leisure.
- 3 We want everyone in our services to enjoy dignifying relationships and to have a sense of community.
- 4 We are a learning organisation open to evolving ideas in service development. We implement the best of current trends in service provision.
- 5 We affirm the rights of the person with a disability to a high standard of expertise in any service that he or she receives.
- 6 We seek to empower people with a disability, their families and all those working with them. The greatest possible autonomy is given to each part of our services, while also maintaining a healthy interdependence. We create progressive and flexible organisational structures to support our fundamental objectives.
- 7 We work in partnership with statutory bodies and are fully accountable for the services we provide. We actively seek the resources to create the range and quality of service which each individual requires.
- 8 The Brothers of Charity Services are rooted in the values of the Christian gospel. Pastoral care is an integral part of our approach to service provision.

The Brothers of Charity Services Ethos (2001), Going Forward Together.



We endeavour
to offer service
responses
in local
communities

GOVERNANCE AND SERVICE DELIVERY

The Brothers of Charity Services Ireland acts as a corporate entity representing the Congregation of the Brothers of Charity Services in Ireland and is managed by the Chief Executive. Its Board of Directors is made up of individuals chosen for their experience and expertise.

Services are delivered through regional organisations which are located throughout the West, Mid-West, South and South East of Ireland. Each region has its own annual budget received mainly from the Health Services Executive and has the responsibility for the management and provision of the Services in the geographical region in which it is based.

The Brothers of Charity Services also works in partnership with a range of housing associations and local authorities in the provision of appropriate accommodation for the individuals we support.

We endeavour to offer service responses in local communities, promoting and supporting positive engagement and interaction between those who are supported by our Services and their community, supporting them to participate in and be included in all facets of community life as equal and valued citizens. We work in partnership with individuals, communities, agencies and organisations to initiate and develop increasingly inclusive opportunities for, and with, the people who are supported by the Brothers of Charity Services Ireland.

“The members of staff who work with the Brothers of Charity are their greatest resource. The high level of shared commitment, expertise and experience which has been developed over years, is an irreplaceable asset of the Services”

(Br. Alfred Hassett, *Sharing Community*, 1987)

chaptertwo

STANDARDS AND CONDUCT

The successful reputation of the Brothers of Charity Services Ireland is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of all applicable laws and regulations as well as a scrupulous regard for the highest standards of conduct and personal integrity. You are expected to conduct yourself in an intelligent, mature and responsible manner.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, discuss the situation openly with your Line Manager and, if necessary, with a member of senior management, for advice and consultation.

2.1 CODE OF PRACTICE

The Brothers of Charity Services Ireland has a Code of Practice for all persons who support individuals using the Services. This Code forms part of a wider package of legislation, organisation policies, procedures and guidelines in place to support and guide staff and should be read in conjunction with this handbook.

2.2 STAFF STANDARDS AND BEHAVIOUR

Courtesy, Impartiality and Honesty: The Services expect, in line with our Code of Practice, that all staff display the highest standards of courtesy, impartiality and honesty to the people we support, their families, the public and their co-workers.

Hygiene: It is the responsibility of all staff to maintain appropriate standards of hygiene in their workplace and must keep their work areas clean and tidy at all times. All staff members must ensure that their personal hygiene is of the highest level.

Dress Code: All staff should dress in a manner appropriate to their role and conscious of the way their dress and appearance may impact upon the people they support. Furthermore, it is essential that items such as jewellery are appropriate and do not pose a danger to the staff member or others and other items, such as false nails, do not impact negatively on hygiene standards.

Timekeeping: The Services will use appropriate means to record attendance. Staff should be at their place of work, ready to start work at their rostered starting time.

Lost Property: You are advised that management does not accept responsibility for loss or damage to employees property, including motor vehicles, bags, money, valuables, and such on the premises, whether by theft, fire or otherwise.

Smoking Policy: Staff members are not permitted to smoke in any services owned or operated building. This ban applies equally to electronic cigarettes or similar.

Unjust Enrichment: Staff should not seek any additional benefit from their roles and should not canvass or encourage gifts, etc.

Gifts: The Services is obliged under its Service Level Arrangement with the HSE to maintain the best standards of business ethics to include taking all reasonable steps to prevent their employees or agents from making, receiving, providing or offering gifts of any kind as an inducement or reward for any action in relation to the delivery of HSE funded Services or for showing favour or disfavour to any person in relation to Services for the purpose of influencing individuals, firms or bodies corporate to act contrary to both parties interests.

Acceptance of Gifts: Staff members should discourage the giving of gifts by the individuals we support, their families or suppliers. Staff should immediately notify their manager if they receive any gifts during the course of their work.

Conflict of Interests: Staff shall not (except as a representative of the Services) be directly or indirectly engaged, concerned or interested in, any other business which is a supplier to the Services, or causes a conflict of interest. Where doubt exists staff should contact their manager.

External Activity: Staff should not engage in outside occupations during off duty time if they are either contractually prohibited or if such employment could be deemed to be in conflict with his/her employment.

Staff should not engage in matters unconnected with work during work hours, unless it is provided for in their employment contract. Involvement in other occupations during time off should not impair performance or energy on duty, be inconsistent with your employment in the public service or be outside limits set under the Organisation of Working Time Act, 1997. It is the staff member's responsibility to notify the Service of any external work or any activities which may impact their ability to perform their role.





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Use of Influence: Staff should not use their influence as staff in any inappropriate manner.

Complaints: The Services has a complaints policy and all staff must be aware of this and how to manage complaints that may arise during the course of their work.

2.3 EQUALITY

The Brothers of Charity Services Ireland is an equal opportunity employer, which means it offers equal treatment to all applicants and staff. Each staff member has a duty to ensure equal opportunities by not discriminating, either directly or indirectly on the ground of gender, sexual orientation, race, religion, disability, marital or civil status, age, family status or membership of the traveller community.

The Brothers of Charity Services Ireland does not discriminate against individuals on the above grounds, in any area of recruitment or employment, including job selection, training, promotion, appraisal, salary administration and terms and conditions of employment.

The Services strive to ensure that all staff members enjoy a work environment free of discrimination, bullying and harassment in accordance with the Employment Equality Acts, 1998-2015. The Brothers of Charity Services Ireland will not tolerate discrimination, bullying or harassment in the workplace and may invoke the Services disciplinary procedures where necessary.

2.4 COMMUNICATIONS

Media & the Public: Staff members should not, under any circumstances, give a statement to the Media without the express approval of the relevant Director of Services.

Social Media: Staff should be mindful of the information they place on personal social media especially in relation to confidentiality and/or the requirement not to make unapproved public statements. The confidentiality clause contained in the contract of employment applies. Additionally, in accordance with the Code of Practice, staff are reminded they must respect and maintain the dignity and privacy of the individuals who use our services. Staff should not make reference to the Services on their personal social media postings.

Phone, Internet Email, & other electronic means of communication: Staff who have access to phone and other electronic means of communication through the course of their employment must not engage in inappropriate activity especially as this relates to confidentiality, dignity at work issues or interference with their work. Staff should not store or transmit offensive, obscene or defamatory material or engage in activities which would cause offence to others. Staff should not enter inappropriate chat rooms or web sites.

Changes in Personal Details: Staff members must immediately notify their regional HR department in writing of any changes to their details such as change of marital or civil status (which is important for pensions), address, bank, etc.

Unauthorised Persons: You are requested to be observant and to be alert for the entry of unauthorised persons in your work place. You should politely offer assistance to a stranger and, if you are not satisfied with their explanation for being in the area, you should notify your Manager.

2.5 CONFIDENTIALITY

Staff members are expected to keep all information concerning the Services, the individuals who use our services, their families/advocates and any other stakeholders with whom they are involved as an employee of the Services, absolutely confidential. Any deliberate breach of confidence will be regarded as a disciplinary matter which may lead to action up to and including dismissal. Staff members must be conscious that the provisions of the General Data Protection Regulations apply to them in their role.

Staff members may not discuss any information of a confidential nature relating to the Services or any associated Services or their business in respect of which the Services owes an obligation of confidence to any third party during or after employment except in the proper course of employment or as required by law.

Staff members may not remove from Services premises, at any time, any document or other property which belongs to the Services or contains or refers to any confidential information relating to the Services, the people we support, their families/advocates or any other stakeholders without proper advance authorisation.

Please refer to your employment contract for the full terms of confidentiality which apply to you and note that these obligations survive termination of your employment with the Brothers of Charity Services Ireland.

2.6 DATA PROTECTION

In the course of their work, staff are required to collect and use certain types of information about people, including 'personal data' as defined by the Data Protection Acts. This information can relate to the individuals we support, current, past and prospective employees, suppliers and others with whom staff communicate. In addition, staff may occasionally be required to collect and use certain types of personal information to comply with the requirements of legislation. The Services, collects and processes a large amount of personal data in multiple formats every day. The Services' have a responsibility to ensure that this personal data is;



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- obtained fairly
- recorded correctly, kept accurate and up-to-date
- used and shared both appropriately and legally
- stored securely
- not disclosed to unauthorised third parties
- disposed of appropriately when no longer required

All staff working in the Services are legally required under the Data Protection Acts 1988 and 2003 to ensure the security and confidentiality of all personal data they collect and process on behalf of the individuals we support and staff. Data Protection rights apply whether the personal data is held in electronic format or in a manual or paper based form. Staff breaches of data protection legislation may result in disciplinary action.

The General Data Protection Regulations (GDPR) came into force in May 2018. For each and every BOCSI staff, the GDPR significantly increases obligations and responsibilities in how we collect, use and protect personal data. For you this may determine how you handle individuals' personal plans and files, staff files, any recordings you make, any information you write down or any e-mail you send to another which contains information about an identifiable person - be they staff, volunteers, pensioners, an individual to whom we provide services or their family, suppliers etc.

The GDPR introduces major changes on how all BOCSI staff handle data, including placing an emphasis on being able to demonstrate compliance at the heart of our day-to-day work. It directs us to think and check before we share any information, where we hold it, and if we should be collecting it at all. At the centre of the new law is the requirement for all of us to be fully aware about how we are using and safeguarding sensitive personal data, and how we must be able to demonstrate accountability for our data processing activities. It allows people to request access to their information and to change/correct or remove data if we cannot find a legitimate legal basis for holding their information. The Services will from time to time disseminate information in relation to this and staff should ensure they are conversant with GDPR requirements.

It is your responsibility to ensure you are aware of the implications of GDPR for your everyday practice. You should check e-mail addresses before you press send; think about what information you hold on your laptop, phone, in your desk drawer, in your car, or on your desk. Is it secure? Should it be encrypted? Should a Data Protection Impact Assessment be carried out? Should you hold the information in the first place? Should it be deleted or filed securely elsewhere? Do you operate a 'Clean Desk' policy? Please think and check before you record or share data. You should regularly change your password and keep it secure.

2.7

THE HEALTH INFORMATION AND QUALITY AUTHORITY (HIQA)

The Health Information and Quality Authority (HIQA) is the independent Authority established, under the Health Act 2007, to improve health and social care services for the people of Ireland. HIQA monitors the safety and quality of these services and promotes person-centred care for the benefit of the public.

The Authority is responsible for the registration and inspection of 'designated centres' for older people and people with disabilities as defined in the Health Act 2007. Our residential services are regularly inspected by HIQA and it is important that you are aware of the statutory standards as they pertain to your place of work.

The Brothers of Charity Services Ireland is committed to ensuring compliance with the National Quality Standards: Residential Services for People with Disabilities.

The Quality and Safety themes described in these National Standards are:

Individualised Supports and Care - how residential services place children and adults at the centre of what they do.

Effective Services - how residential services deliver best outcomes and a good quality of life for children and adults, using best available evidence and information.

Safe Services - how residential services protect children and adults and promote their welfare. Safe services also avoid, prevent and minimise harm and learn from errors.

Health and Development - how residential services identify and promote optimum health and development for children and adults.

The Quality and Safety themes are based on key principles including: rights, quality of life, child-centred/person-centred services, autonomy, equality and participation. These principles guide service providers on how best to provide a quality, safe and effective service to children and adults with disabilities.

Delivering improvements within these quality themes depends on Services having capability and capacity in four key areas, as outlined in the following themes:

Leadership, Governance and Management - the arrangements put in place by a residential service for accountability, decision making, risk management as well as meeting its strategic, statutory and financial obligations.

Use of Resources - using resources effectively and efficiently to deliver best achievable outcomes for adults and children for the money and resources used.

Responsive Workforce - planning, recruiting, managing and organising staff with the necessary numbers, skills and competencies to respond to the needs of adults and children with disabilities in residential services.

Use of Information - actively using information as a resource for planning, delivering, monitoring, managing and improving care.

chapterthree

EMPLOYMENT CONDITIONS

The Brothers of Charity Services Ireland recognise many trade unions and this handbook has been developed on foot of significant consultation with the BOCSI's main national unions. In the event of a dispute regarding the contents of this Handbook, the relevant BOC National policy or collective agreement, or legislation on which the particular provision is based will be the definitive source of reference and its provisions will take precedence.

3.1 EMPLOYMENT CONTRACT

The Brothers of Charity Services Ireland requires all new staff, prior to their commencement, to sign a Contract of Employment. By signing the contract, you agree to the starting date as contained in the contract, the level of remuneration attached to the post and to the terms and conditions of employment as described in the contract and in this handbook. From time to time, it may become necessary to amend or modify some of the information provided in this handbook however, any amendments will be communicated to you in a timely fashion in accordance with the requirements of the Terms of Employment (Information) Acts 1994-2014.

3.2 REMUNERATION & REIMBURSEMENT OF EXPENSES

The calculation of Wages and Salaries is set out in your payslip.

Basic Pay: All salaries are paid pro rata in accordance with the hours worked in line with the Department of Health Pay Scales. These pay scales are subject to change by the Department from time to time.

Premia: Premia payments are paid for specific roster times in line with the Department of Health scales and are subject to change.

Deductions: Deductions for tax, etc. are performed by Payroll and are based on the information provided by staff and in accordance with Payments of Wages Act 1991.

Overpayments: Any overpayment of salary, etc. will be recouped by the Services in line with the Payment of Wages Act 1991. Staff should immediately make Payroll aware if they have concerns that their salary is incorrect.

Reimbursement of Expenses: Staff are reimbursed for expenses that are actually incurred wholly, exclusively and necessarily in the course of your employment in line with the Brothers of Charity Services Ireland limits, policies, guidelines and nationally agreed rates.

Travel Expenses: Travel is paid in line with the Brothers of Charity Services Ireland policy and agreed national rates.

3.3 INDUCTION

All new staff must undergo induction as soon as possible following commencement of employment with the Services.

3.4 PROBATION

Initial employment or promotion is subject to the successful completion of a probation period as outlined in the employment contract. Should the probation period not be successful, it may be extended at the Services' discretion. Staff who are promoted to a new role may be subject to an additional probation period upon commencement of the new role.

During your probation period, your performance will be periodically reviewed by your Line Manager.

If the review of your performance is unsatisfactory:

The probation period is normally of 9 months duration and may be extended by up to 3 months to give staff the opportunity to improve and meet the required standards.

OR Where warranted, after a fair process, you may be given one week's notice.

OR Where warranted, after a fair process, you may be paid one week's salary in lieu of notice.

During, or on the expiry of your probation period, you may terminate your employment by giving one week's notice.

The Services may terminate employment during the probation period where it deems appropriate. The Services may also extend the probation period for new or newly promoted employees.

3.5 LEAVE ENTITLEMENTS

Annual Leave: Annual Leave is awarded in line with the Organisation of Working Time Act 1997 and the Brothers of Charity Services Ireland practice and policies. All annual leave is broken down to hours and pro-rated for part time staff. Application for or notice of annual leave is in accordance with local protocols and staff may be required to go on annual leave at a time set by the Services having regard to work requirements, taking into account the overall level of staff leave, the need for staff to reconcile work and any family responsibilities and the opportunities for rest and recreation available to the staff. Annual leave entitlements for specific grades are in line with National HSE HR Circulars.

Annual leave should be taken within the appropriate leave year, however up to 5 days in total may be carried into the succeeding year but must be used within the first 6 months of that year. In exceptional circumstances, and only with the prior written approval of management, a greater amount of annual leave may be carried forward.



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Staff should note that no payments in lieu of annual leave are allowed in any circumstances other than a termination of employment where the Services cannot facilitate the taking of leave prior to termination date.

Public Holidays: A staff member who works on a public holiday will receive a paid day's leave and additional premia pay in accordance with the Organisation of Working Time Act. The Organisation of Working Time Act provides for nine public holidays as follows:

The First of January

St. Patrick's Day

Easter Monday

The First Monday in May

The First Monday in June

The First Monday in August

The Last Monday in October

Christmas Day

St. Stephen's Day

Public Holidays are pro-rated for part time staff in line with the Organisation of Working Time Act 1997. Staff who work a '5 over 7 day' roster usually receive nine additional days leave in lieu of their liability to work on public holidays in addition to premia payments due if they work on a public holiday.

Maternity Leave: As part of its suite of family friendly policies, the Service offers an additional top up to maternity benefit to match a staff member's basic salary for the period that state benefit is paid. There is no waiting period for this additional payment. Unpaid maternity leave is offered in line with legislation.

Staff on fixed term contracts are covered by the Maternity Protection Act for the duration of their contract and are entitled to receive maternity pay. However, should the fixed term contract expire before the end of maternity leave the staff members contract of employment will have come to an end and the staff will no longer be covered by the maternity protection legislation or be eligible for maternity top up pay.

Staff should inform their manager of their intent to take maternity leave as soon as practicable but no later than 4 weeks before they are due to commence maternity leave. During maternity leave and additional maternity leave, an employee is treated as if she was still at work and therefore continues to accrue all rights (except the right to remuneration and superannuation) during this period. This includes the right to annual leave and public holidays, incremental credit etc.

An employee is entitled to time off work without loss of pay to attend antenatal and post-natal medical visits. Time off includes reasonable time required to travel to and

from the appointment. The employee must notify her employer in writing of the date and time of the appointment as soon as is practicable and in any event, not later than two weeks before the date of the appointment.

The Safety, Health and Welfare at Work (General Application) Regulations 2007 requires employers to assess the workplace for risks to safety or health of any pregnant staff, staff who have recently given birth or who are breastfeeding. If a risk is identified and it is not practicable to take protective or preventative measures, the staff member's working conditions or working hours must be temporarily adjusted. If this is not possible, the staff must be given suitable alternative work. If no such work is available, the staff may be granted Health and Safety leave.

Breastfeeding Facilities: Breastfeeding mothers who have given birth within the previous 6 months have an entitlement, without loss of pay, to either an adjustment of working hours to allow them to breastfeed their child, or where breastfeeding facilities are provided by the employer, to breastfeeding breaks. These breaks may be taken in the form of:

One break of 60 minutes per day

Two breaks of 30 minutes each per day

Three breaks of 20 minutes per day

Or in such other manner as agreed between her and her employer

If no breastfeeding facilities exist, the employee may reduce her working day by 1-hour and that reduction may comprise of:

One period of 60 minutes

Two periods of 30 minutes each

Three periods of 20 minutes

Or in such other manner as agreed between her and her employer

Adoptive Leave: As part of its suite of family friendly policies the Services offers an additional top up to adoptive benefit to match a staff member's basic salary for the period that state benefit is paid and there are no service qualifications. Unpaid adoptive leave is offered in line with legislation.

Paternity Leave: Paternity leave is offered in line with the Paternity Leave and Benefit Act 2016 and Brothers of Charity Services Ireland policy.

Parental Leave: Parental leave is offered in line with the Parental Leave Acts and Brothers of Charity Services Ireland policy.

Force Majeure Leave: Staff are entitled to Force Majeure leave in the event of the urgent and unforeseeable illness of a defined dependent where the staff member's presence is indispensable. No more than 3 days of such leave may be taken in a rolling 12-month period and no more than 5 days may be availed of in a rolling 36-month period. Such leave is administered in line with local protocols.

Time in Lieu: Where staff are required to work in excess of contracted hours they may be entitled to accrue Time in Lieu (TIL). Such accruals must be approved by their manager and utilised in line with existing policies and protocols.

Bereavement Leave: In accordance with HSE HR Circular 029/2019 bereavement leave may be granted to an employee in the event of the death of a relative up to a limit of:

A) Twenty working days (28 calendar days) in the case of a spouse (including a cohabiting partner), child (including adopted children and children being cared for on the basis of 'in loco parentis') or any person in a relationship of domestic dependency, including same sex partners;

B) Five working days (7 calendar days) in the case of other immediate relatives as follows: father, mother, brother, sister, father-in-law, mother-in-law.

In exceptional circumstances (e.g. where the employee concerned has lived in the same house as the deceased or has to take charge of funeral arrangements) an employee may be granted up to three working days' special leave on the death of a more distant relative.

In a case where an employee has to travel abroad to make funeral arrangements in respect of a relative specified in A or B, special leave with pay in excess of the limits prescribed above may be granted at the discretion of the Services.

The granting of bereavement leave and the amount granted will depend on whether or not the employee was scheduled/rostered to work for the period in question.

Bereavement leave is granted only at the time of the bereavement to facilitate the employee with time off from work and is not granted retrospectively where it occurs during days/shifts when an employee is not normally scheduled/rostered to work. Further details are available from your HR Department.

Other leave: The Services may grant other leave such as leave of absence, unpaid special leave, etc. and details of these schemes are contained in relevant Services' policies.

3.6 STAFF WELLBEING AND WELFARE

Doctor-Certified Leave: Doctor certified leave is granted in accordance with HSE Circular 5/2014. In general the maximum length of time for which an individual may receive sick pay is as follows;

- 92 calendar days (3 months) on full pay in a rolling 1 year period followed by 91 calendar days (3 months) on half pay subject to:-
- A maximum of 183 calendar days in a rolling 4 year period.

Any period of self-certified sick pay must be taken into account for the purpose of calculating how much paid sick leave an employee can access.

In the case of 'critical illness' these periods may be doubled, please contact your manager/HR for further details.

Eligibility for this scheme is subject to compliance with the Services' policy on sick leave and cooperation with the Services' occupational health procedures. Sick Leave entitlement is pro-rated for probationers and fixed term staff in line with S.I. 124 of 2014 and accrues on the basis of 35 days' full pay and 35 days' half pay per year of service and proportionately less for an incomplete year, up to a maximum of 92 days' full pay and 91 days' half pay in a rolling four-year period. Any period of self-certified sick leave must be taken into account for the purpose of calculating how much paid sick leave a staff member can access.



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Self-certified Sick Leave: Self-certified sick leave is granted in accordance with HSE Circular 20/2012. Staff are entitled to 7 days self-certified leave (no more than 2 days together) in a rolling 24-month period. Eligibility for this scheme is subject to compliance with the Services' policy on sick leave and cooperation with the Services' occupational health procedures.

Sick Pay and Deduction of Department of Social Protection Illness Benefit: Any illness benefit from the Department of Employment Affairs and Social Protection (DEASP) which the staff member is entitled to claim is deducted at source. Staff are required to claim the DSP illness benefit within the required time limits and comply with all the eligibility conditions laid down by DSP.

Referrals to Company Doctor: The Service may refer staff to the Services' occupational health doctor from time to time. Attendance at such referrals is mandatory and no travel expenses are paid except in exceptional circumstances. Staff may be required, at the expense of the Services, submit at any time to a medical examination by a registered medical practitioner nominated by the Services. Staff shall authorise such medical practitioner to disclose and to discuss with the Services the results of the examination and the matters which arise from it so that the Services can ascertain any matters that they consider might impair the appointee from properly discharging his/her duties.

Occupational Health: Each region of the Services has Occupational Health Services. Details are available from Regional HR Team or from Managers.

Employee Assistance Programme (EAP): Each region of the Service offers an Employee Assistance Programme; details are available from Regional HR Team or Managers.

Rehabilitation: The Services endeavours to support ill or injured staff to return to their full working role in so far as possible and staff are required to cooperate with such measures.

Health, Safety & Welfare at Work: The Services strives to provide a safe work place and to this end Health & Safety committees exist at regional levels. All staff should ensure that they are aware of who their staff safety representative is and be familiar with the Safety Statement for their Service area.

Health Promotion: The Services engages in targeted health promotion measures, for example, offering targeted vaccines to staff. Staff are encouraged to avail of such vaccines in accordance with medical advice and guidance in the best interests of their own health and that of others.

Work Life Balance Schemes: The Services offer Work Life Balance Schemes where these schemes do not negatively impact on service provision. Further details are available from your Regional HR Team.

Wellness Programmes: In addition to the above the Services supports a number of wellness programmes such as the cycle to work scheme. Further details are available from your Manager or Regional HR Team.

chapterfour

POLICIES AND PROCEDURES

4.1 GRIEVANCE AND DISCIPLINARY PROCEDURE

The Brothers of Charity Services Ireland is committed to promoting and maintaining good employee relations and fostering the commitment and morale of all staff.

The Grievance Procedure is to enable staff members to raise any grievances concerning work related matters so that the issue may be addressed promptly as close as possible to the point of origin without disruption to the services we offer to individuals who use our services.

The purpose of the Disciplinary Procedure is to ensure that all staff maintain the required standards by making them aware of their shortcomings and identifying how the necessary improvements can be achieved.

All staff members are required to read and comply with the Grievance and Disciplinary Procedure, a copy of which is available from your Regional HR Team or your Manager.

4.2 SAFEGUARDING

Staff members working with vulnerable adults are bound by the requirements outlined in the Safeguarding Policies and Procedures that are applicable to our Services. These are available from the Regional HR Team or your Manager. All staff must be familiar with these Policies and Procedures and comply with them.

Staff are required to be vigilant at all times to protect the individuals we support and ensure that no abuse of them occurs in the Services. There is an obligation on all staff to report immediately all incidents, or suspected incidents, of abuse of any individual supported by the Services in accordance with the Brothers of Charity Services Policies and Procedures and Statutory Policy and Procedures.

On taking up duty your Manager will inform you of the appropriate designated officer to whom you should make your report.

4.3 CHILD PROTECTION

Staff members working with children are bound by the requirements outlined in the Children's First policy and must be familiar with this policy and comply with it.

4.4 DIGNITY AT WORK

In the interest of ensuring a workplace respecting the right to dignity at work for everyone, certain provisions to deal with matters of bullying and harassment are

necessary. These are detailed in the Services' Dignity at Work Policy and Procedures. You are expected to comply with these policy and procedures at all times and your statutory obligations in this area as a staff member.

4.5 SERVICE DEVELOPMENT, TRANSFERS & REDEPLOYMENTS

Staff are expected to have a high level of flexibility and a willingness and ability to develop new approaches to their work. Duties and responsibilities of any post in the Services are likely to change with the ongoing needs and developments of the Services. Staff will, therefore, be required to carry out such other duties appropriate to their employment as may be assigned to him/her from time to time, and may be required to change work location over the course of their employment, reasonable notice of this will be given in so far as is practicable in line with relevant local and national agreements.

4.6 CHANGES TO SHIFT PATTERNS

Staff may be required to change shift pattern over the course of their employment; reasonable notice of this will be given in so far as is practicable in line with relevant local and national agreements.

4.7 RIGHT OF SEARCH

The Service reserves the right to search your person, vehicle and property (bags, coats, briefcases, lockers, desks, computer, etc.) while on or while departing from Service premises in the exceptional event such as a concern of theft or such like.

4.8 SERVICE POLICIES, PROCEDURES, PROTOCOLS AND GUIDELINES

You are required to comply with all Services Policies, Procedures, Guidelines, Rules and Regulations. Please note that these may be revised from time to time to reflect ongoing service requirements, the requirements of the individuals we support and the Services' statutory obligations. A breach of policy can lead to disciplinary action.

4.9 PROTECTED DISCLOSURES OF INFORMATION

If you have a workplace concern, don't turn a blind eye. The Procedures on Protected Disclosures of Information (commonly referred to as "Whistleblowing") can help you.

The aim of these procedures is to enable employees to report concerns without fear of penalisation. In the normal course of events you should report your concerns to your Line Manager or another Manager within the Services. If you are reluctant, for whatever reason, to report concerns in this manner then you should contact the Authorised Person for HSE Protected Disclosures of Information.

You should report concerns where:

- the health or welfare of the people supported or the public may be at risk
- your employer is not meeting their legal obligations
- there is misuse or substantial waste of public funds

To receive further information on the HSE Protected Disclosures of Information visit <https://www.hse.ie/about/qavd/protected-disclosures/> or contact: The Authorised Person, please call: 01 6626984 or write to: PO Box 11571, Dublin 2.

chapterfive

STAFF SUPPORT AND DEVELOPMENT

It is the policy of the Brothers of Charity Services Ireland to implement, maintain and monitor processes and systems that develops the capacity and capability of its staff through effective management, support, development and engagement.

The Services will provide opportunities for staff to be supported as a valued team member and as an individual to ensure that the personal and professional dignity of every person working in our Services is upheld. Each person is recognised and valued in his or her own right and opportunities for ongoing development are available for all.

5.1 SUPPORT & SUPERVISION

Support and Supervision is a process that brings together many people management practices including learning and development. It is a process which contributes to the effective management of individuals and teams in order to achieve improved levels of individual and service performance and development. Support and Supervision is about establishing a culture where individuals and teams take responsibility for continuous improvement of service delivery and of their own skills, behaviour and contributions.

Support and Supervision is a tool to ensure effective management which results in individuals and teams:

- Knowing and understanding what is expected of them
- Having the skills and ability to deliver on these expectations
- Are supported by the Services in developing the capacity to meet these expectations
- Are given feedback on their performance having the opportunity to discuss and contribute to team aims and objectives

The Support and Supervision processes are undertaken in line with local policy.

5.2 MANDATORY TRAINING

The Services requires staff to attend training in a variety of areas as part of their work. While attendance is mandatory for such designated training, the Services will endeavour to give reasonable notice when such training falls outside staff member's regular roster. Staff who fail to attend training may be placed off roster, for example on annual leave, until such training is completed.

5.3 OTHER TRAINING & DEVELOPMENT

The Services endeavours to support staffs personal development, CPD and lifelong learning and may assist staff, for example with study days to undertake training that is directly related to their role.

5.4 PROFESSIONAL REGISTRATION

All staff are required to maintain their professional registrations, at their own expense where such registration is a requirement of their role. Staff are required to submit ongoing and up to date evidence of this registration as appropriate. All staff must immediately inform their manager if their Professional Registration lapses.

**Each person is recognised and valued
in his or her own right and
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chapter six

LEAVING THE BROTHERS OF CHARITY SERVICES IRELAND

6.1 NOTICE AND TERMINATION OF EMPLOYMENT

Written Notice of Resignation: If you intend to resign from the Brothers of Charity Services Ireland, you are expected to give written notice. Your notice of resignation must:

- be in writing;
- be signed and dated;
- specify the date that you intend leaving, and;
- be sent to your Line Manager.

Probation Period: Following satisfactory completion of the probationary period, notice on both sides in accordance with the Minimum Notice and Terms of Employment Acts 1973-2001 or the notice stipulated in their contract whichever is greater will be required to terminate the employment contract.

Both parties are free to waive their right to notice and/or accept pay in lieu of notice, if agreed between them.

The Services reserves the right:

- To require staff not to attend work or to undertake any work during all or any part of your notice period;
- To amend staff duties of employment during all or part of your notice period as is reasonable to protect confidential information, trade or business secrets, or to limit/exclude your contact with its clients or;
- To release staff from your notice period at an agreed leaving date.

These options apply whether or not notice was given by staff or by the Service.

6.2 PROVISIONS OF THE UNFAIR DISMISSALS ACTS 1977-2007

The Unfair Dismissals Acts 1977-2015 shall not apply to a termination arising on the expiry of the term of a fixed term contract or the completion of the purpose in specified purpose contracts.

6.3 DISMISSAL WITH AND WITHOUT NOTICE

Staff may be dismissed either with or without notice. For dismissal with notice, the notice period and arrangements are as per by Staff Members Contract.

For dismissal without notice, in the case of summary dismissal for gross misconduct, no notice will be given and no payment in lieu of notice will be paid.

6.4 RETIREMENT

The normal retirement age from the Service is 70 years however this will be amended to keep in line with relevant Government legislation.

6.5 DEDUCTIONS FROM PAY

The Services shall be on termination, resignation, etc. entitled to deduct from remuneration payable to you any monies owed by you to the Services, for example expenses float, salary overpayments, etc.

6.6 PENSION

Membership of the Single Public Service Pensions Scheme (SPSPS) is obligatory for new entrants or re-entrants after a set period of time.

Details of the scheme are available from the Brothers of Charity Services Ireland Pensions Shared Service. Existing members of the NHASS or equivalent, transferring from other employers may retain membership of this scheme and should contact Pensions Shared Services for details in relation to this.

6.7 RETURN OF PROPERTY

You must promptly return to the Services, on termination of your employment, or at any time it may so request, all memoranda, notes, records, manuals, programmes or any other documents or property belonging to the Services or relating to it or their stakeholders, customers and/or counter parties, which you may then possess or have under your control.

This could include, for example, but without limitation, keys, credit cards, mobile phones, ID Card, laptop computers, information relating to the people we support, details of pending contracts and quotations, business correspondence and all other documents, papers and records in machine readable or eye readable form which may have been prepared by you or which may have come into your possession in the course of your employment with the Services. You may not retain any copies of such documents or possession of Services' property. The Services reserves the right to withhold final payments due to you until all documentation and property have been safely returned. The Services reserves the right to withhold the cost of replacement or repair of such items or the costs incurred, if any, while waiting for such items to be returned to the Services.



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The relationship of employer and employees is constantly changing to meet the challenges of the Disability Sector and the expectations and wishes of the individuals we support. Therefore, the Services' requirements of you may change or need to be more clearly need to be more clearly morf denied time to time. The Service reserves the right to change, amend or clarify the terms and conditions of your employment and other terms, conditions and rules of employment. Such changes will be defiiitonto you one month in advance.

This Handbook version is dated **November 2020**.



Brothers of Charity Services Ireland

November 2020

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