# Requesting Claim Form From Day One (1) of Absence Procedure

## PURPOSE

The City of Hamilton needs to ensure sick benefits are used correctly and Supervisors/Managers act in a consistent manner to support an employee’s ability to perform and attend work. In cases where there is suspicion an employee is not off work due to their own illness or injury, they need to provide medical verification from the first day of absence as per the terms of a collective agreement or policy.

## SCOPE

This procedure applies to all eligible employees.

## CRITERIA

1. Where there is suspicion that the absence of the Employee was not due to illness or non-occupational injury a claim form may be demanded from day one.

Circumstances where a claim form may be requested on day one include but are not limited to:

- Absence occurs immediately following a performance improvement or disciplinary meeting
- Sick day is claimed on the same day a request for a day off was declined
- A patterned of absences, e.g. prior to or after off days, pay day

2. In addition, employees who are part of the Attendance Support Program due to frequent short-term absences may be required to submit a claim form from day one (1) for each sick absence as part of the plan to improve attendance.

## STEPS

Where there the criteria above is met, the supervisory or management staff will:

1. Advise the Employee at the time they book sick or as soon as possible during the first day of the sick absence, that the employee is required to submit a claim form from day one (1).

    The employee, whose collective agreement allows, has 10 working days from the date of notification to submit the claim form. All claim forms are to be submitted directly to Return to Work Services.
2. Decide if the absence will non-paid until the submission of the requested claim form (which meets eligibility requirements) and advise the employee of the decision.

3. Notify the Attendance Management Coordinator by phone or e-mail of the following:
   - The employee’s name and employee number
   - The initial date of absence
   - That a claim form has been requested from day one
   - Whether or not to pay or non-pay the employee

4. Report the absence following the regular process.
   - In cases where a claim form is required for each absence (as agreed to under ASP) the employee can be marked as sick. However if the employee is to be non-paid until the absence is supported by a claim form, the Absence Management Coordinator will need to be advised of this for payroll processing.
   - In cases where there is reason to believe the employee is not absent due to sickness, the absence should be marked as non-paid, e.g. AWOL, unpaid leave.

5. The Absence Management Coordinator will advise the department if a claim form has been received and if the absence is supported or unsupported.
   - If the absence is supported, the Attendance Management Coordinator will arrange to have attendance and the employee’s pay adjusted in those cases where the employee was marked non-paid.
   - If the absence is unsupported, departmental management will follow-up with the employee and take appropriate action. If the employee was paid for this absence, the Absence Management Coordinator will arrange to have attendance adjusted and monies recovered.
| RELATED DOCUMENTS | The following related documents are referenced in this Procedure:  
1. Income Protection Plan  
2. Collective Agreements |
| CONTENT UPDATED | 2015-09-13 |
| HISTORY | The following stakeholders were consulted in the creation or revisions made to this Procedure: Return to Work Services |
| APPROVAL | 2015-09-13 |