

# Sharpe's Physio Policies

## *Attendance & Punctuality*

Sharpe's Physio requires employees to have regular attendance and punctuality as this is paramount to us delivering a professional service and demonstrates respect for your work and colleagues. We especially value punctuality from our physios to ensure your patient is not waiting for you at the beginning of your shift or after a break. For reception staff this is also important so the receptionist before you can leave on time or so the clinic is open on time.

Poor punctuality is considered to occur if an employee is regularly late for their rostered shift, late returning from their designated breaks or leaves before the completion of their shift.

We ask that you arrive at work with enough time to put your belongings and phone away, be in uniform and ready to greet your patient (physios) and start your shift. The same applies when you arrive back to work following a break.

At Sharpe's Physio we understand that everyone needs personal/carers leave at some stage, and we support you having days off when you or your family members are unwell. We strongly encourage this to be for mental health as well as physically. However, in some circumstances this becomes excessive when it adversely affects the ability of our clinic to deliver an efficient service. Patterns of repeated absences, repeated last minute shift changes or absences (especially unjustified absences) prior to or following weekends, holidays, public holidays or scheduled days off for example will be considered carefully when looking at the matter of excessive absenteeism.

If for any reason you are unable to attend work or are running late, you should directly advise your manager by phone, not by SMS or email, as soon as possible and preferably, before your scheduled start time. This will allow your manager to adjust the workload and arrange staff to accommodate your absence to minimise the disruption it causes your work colleagues and our clinic. If the reason for your absence is due to personal illness/injury or carers responsibilities it will be expected that you follow up the absence with the required evidence under Sharpe's Physio's personal leave policy.

Failure to comply with any part of this policy may result in disciplinary action being taken against you that may result in your termination. If you are unsure about any aspect of this policy or require further clarification you should speak to your manager.