



Cork Centre for Independent Living Limited

Cork Centre for Independent Living (Cork CIL)

Cancellation Policies

In event of cancellation due to adverse weather please read

[..\Adverse Weather\Cork CIL Business Continuity - Adverse Weather Protocol.pdf](#)

Write

Date	Review	Mgt. Lead	BOM
27 th March 2019	2021 or as required	PB	
Feb 2020	2022 or as required	PB	

Master/Policy/\\cilserver\CIL Data\Master\Policies, Information, Guidelines\Handbooks - Staff & Leader\Staff Handbook 2012\Business Continuity & Disaster Recovery Plan.pdf

Introduction

The Personal Assistant [PA] Services provided by Cork CIL staff are mandated by the Health Service Executive [HSE] and is described and managed by the HSE through a Service Level Agreement. The services that we provide are funded by the HSE. This is fixed amount of public funding. We must ensure we offer best value from this funding and that we demonstrate that we manage the resources we have transparently and to the highest standards.

Cork CIL staff work closely with Service Users. We are invited into their home, their lives and communities. This can be a challenging role and requires a high level of maturity and the capacity of all staff to understand the principles and practice of how to offer person-centred services.

Everyone is unique. Cork CIL staff work with over 130 different service users. Service Users change and Service Users needs change. Cancellation for holiday times, respite breaks or ill health are inevitable. However, cancellations can also reflect how services are perceived and may indicate that a service is not best meeting a service users' needs either in terms of the type of service or the timing of the service.

Cork CIL is required and has a clear responsibility to manage cancellations, reduce the amount of cancellations and reduce the amount of non-worked paid hours.

Definition

A cancellation is when:

- ✚ A planned service session to a Service User is cancelled by that Service User.
- ✚ A planned service session to a Service User is cancelled by a Co-ordinator.

PA STAFF DO NOT CANCEL SESSIONS.

If a PA is unable to work, this will be either because of planned absence such as a holiday, maternity, paternity or parental leave or unplanned, unavoidable absence such as: sickness, or force majeure leave, etc. For more information please see the Cork CIL Leave Policies in the Website Staff Portal. www.corkcil.ie.

Cancellation of Hours by Service Users

Service Users may need to cancel their PA service. Cancellations may be planned or unplanned and for a short or longer term. Service Users are asked to ensure is so far as is possible that they give adequate notice for planned cancellations. However, on occasion cancellations are unplanned.

PA staff are often the first to be told by the Service User that they wish to cancel their session. Service Users are requested to inform the Cork CIL office when they cancel services. However, this does not always happen. Please do not assume that the Service User will have advised us.

PA STAFF MUST INFORM CORK CIL IMMEDIATELY THEY ARE AWARE OF A CANCELLATION.

Notice Period

The Notice Period commences as soon a PA becomes aware of the cancellation whether the PA is told by the Service User or the CIL office.

PA Responsibility

As a PA's it is your responsibility to:

1. Inform CIL Main Office as soon **as you know of the cancellation**.
 - a) This must be done by phone to 021 432 2651. Texts **are not acceptable or adequate**.
 - b) Out of hours - a PA must call 021 432 2651 and leave a short clear voice message stating their name, the Service Users name and shift that is cancelled. The phone system automatically records the date and time of the call and the number called from.

Eligibility for a Paid Cancellation

To be eligible to be paid for any cancellation you must;

1. Have informed Cork CIL office as soon as you know [after the event is not acceptable].
If you are informed by the SU out of out of hours leave a real time voice message
2. Be available for work
3. Accept appropriate/ reasonable deployment to an alternative Service User or work if requested.

3.1 Clarification

To be in receipt of continued payment during a cancelled session, a PA may be required to work either with an alternative Service User and/or in an alternative location for some or all the equivalent hours.

Cork CIL cannot guarantee that these alternative hours will be at the same time as the hours 'cancelled'. See examples below.

A PA may not refuse a reasonable request and failure to accept reasonable alternative working hours during this time will result in this period not being paid.

If Cork CIL is not able to offer alternative hours a PA be paid for the number of hours scheduled but at basic rate.

The PA **must** remain available for work at short notice during their original scheduled hours. Staff may not work for an alternative employer at this time.

If a PA is reallocated to part of the original session, they will still be entitled to be paid for the full session. Hours worked will be include premia if appropriate hours not worked will be paid at basic rate.

3.2 Checking your Clockcard for Cancellation

Hours cancelled with notice are not paid and are cancelled unpaid [CAU] on the clockcard

Hours cancelled without adequate notice and **not** worked are cancelled paid [CAP] on the clockcard with all hours at basic rate

Hours cancelled without notice and worked in full with a different Service User are on clockcard against the new SU paid at the appropriate rate

Hours part worked / part not worked not worked are split with cancelled paid [CAP] on the clockcard paid at the basic rate and the hours actually worked against the new SU paid at the appropriate rate

PA Does Not Wish to Reallocate

If a PA does not wish to work with an alternative Service User, in an alternative role or varied times they may request to take leave. However:

1. If a PA is urgently required to work elsewhere leave will not be considered
2. Paid leave is an option only if the PA has the leave entitlement accrued
3. Unpaid leave may be considered but **only** if the PA does not have unallocated accrued leave remaining.

Cancellation of Regular [Core] Hours

Core hours are those hours that a PA works regularly and/or have worked for at least 13- thirteen weeks prior to the cancellation.

If notice of 2 weeks or more is given in respect of core hours, the PA will not be in receipt of any payment for cancelled hours.

This will show in the PA's clock card as CAU [cancelled unpaid].

If notice of less than 2 weeks is given, the PA may be eligible for payment for the cancellations from the date of notice up to a maximum of 2 weeks for all or part of the cancelled hours.

This will show in the PA clock card as CAP [cancelled paid].

Cancellation of Cover Hours

Cover hours are hours that a PA accepts as a once off or as a short term [< 13 week] cover e.g. sickness, maternity, etc.

If notice of 24 hours or more is given, the PA will not be in receipt of any payment for cancelled hours. This will show in their clock card as CAU cancelled unpaid.

If notice of less than 24 hours is given, the PA may be eligible for payment for cancellations for that shift only. CAP cancelled paid.

'Same Day Cancellation'

Occasionally a PA arrives at work and is sent away early by the Service User. If this happens you must clock in and clock out accurately - real time. You must then phone the Administrator 021 4322651 and inform them. You will then be paid as per your scheduled hours. If you do not inform us, you will be paid as per your clocked hours.

Sent Home early

Occasionally a PA will have worked most of their session but be sent home early by a Service User. PA should text out when they stop work. Send a message to the office. This can be by email to admin@corkcil.ie. In this case the PA will be paid for their full scheduled session at the rate of the session.

Part Cancellation

On occasion a service is 'partly cancelled' e.g. if a Service User is admitted to hospital and some elements of their PA service may remain in place. This is considered on a case by case basis and the Co-ordinator will advise the PA. A Service User will not retain all community-based hours during a long-term admission or transfer to residential placement.

Further Clarification on Cancellations

If a Service User is admitted to hospital the cancellation is from the day they are admitted.

If the Service User / CIL office is unclear how long the service needs to be cancelled, the cancellation remains in place from the first notification until the resumption of service is confirmed by or with the Cork CIL office.

If a PA is contacted directly by a Service User to resume a cancelled service, the PA **must** contact the office straight away by phone before resuming work.

Communication

Cork CIL will endeavour to keep PA's updated on cancellations if they are long or complicated, but we need both PA's and Service Users to communicate with us.

Paid Cancellations

All non-worked cancelled hours which are eligible to be paid, are paid **AT BASIC RATE**. Employees only attract a premia payment if the hours which attract the premia are worked.

Re-allocated hours which are worked are paid at the appropriate rate [time +1/6th between 20:00 & 24:00, double time Sunday PH; all other times basic].

After the notice period is expired the PA is eligible to be paid for the worked hours only.

Re-deployment

Occasionally Cork CIL may need to re-deploy PA staff to a different user or activity. This will only be done if there is no other reasonable alternative. There are two main reasons that this may occur;

A Service User with complex needs requires an essential service.

In this case staff will be asked to relocate and work the same number of hours at the same or similar times. If you are being asked to do this, we will talk to you and instruct you how to clock in for this session.

If Staff are required to attend essential or mandatory training.

This is a re-allocation rather than a cancellation. Where possible you will be given notice. If notice **is given** staff will be paid the hours attended.

If notice is not given staff will be paid the hours of attendance. If these are less than the regular planned sessions, you may be eligible for part cancelled paid but the rules to cancellations apply. If you think this scenario applies to you please talk to your line manager. You will be advised how to clock for these sessions.

Ends