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WESTERN HEALTH BOARD
BÓRD SLÁINTE AN IARTHAIR

HANDBOOK

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Introduction

— Western Health Board

INTRODUCTION TO WESTERN HEALTH BOARD STAFF BY THE CHIEF EXECUTIVE OFFICER

I would like to welcome you on behalf of all the staff of the Western Health Board. We hope you will enjoy working with us and we look forward to the skills and expertise you bring, as these will enable us to maintain and enhance our quality of care and grow as an organisation. We hope you settle into your new role as quickly and comfortably as possible and feel at ease in your new surroundings.

Every member of staff working in the Western Health Board has an important and significant part to play in the services we provide for the people of Galway, Mayo and Roscommon. Our staff charter outlines what the Board is committed to, what the management will ensure and what is expected of staff during employment with the Board.

We want our staff to feel a part of the Board and to be proud of it. Your loyalty and dedication will be matched by our commitment to your ongoing training and development. Here in the Western Health Board, we promote teamwork because “working together everyone achieves more”, (T.E.A.M.). We are also committed to partnership – i.e. recognising that all staff are stakeholders with the right to be consulted and having management and unions work together for the benefit of patients.

Commitment, enthusiasm and motivation combine to give high quality of patient care. The key motivation for us is that we can make a difference to the lives of patients and their families in our community. Each new member of staff brings with them their own unique contribution to that process.

Working within an organisation like the Western Health Board provides many opportunities for staff to diversify into different areas of work. There are

enormous learning opportunities and quality experience can be gained. We offer good promotional opportunities and the chance to move between jobs if you feel you can make an important contribution. We encourage staff involvement in the development of health strategies and our service planning.

Health Care does not solely come in the form of physical care of the patients. It also promotes emotional, spiritual and psychological health.

Each year brings new challenges. The health service in Ireland is constantly evolving and with the introduction of a New National Health Strategy, the key aim will be to re-orientate the work we do towards achieving its aims, i.e. a better health for all and fair access to services which are of the highest quality.

Dr. Sheelah Ryan,
Chief Executive Officer,
Western Health Board

This Staff Handbook was initiated by the members of Roundtable and developed by the Human Resources Employee Relations Team:

- Geraldine McDonnell
- Colm Flannery
- Mary McGlynn
- Mary Hynes
- Marie Collins

It was reviewed by the Policies and Procedures Sub-Committee of Roundtable:

- Gerry O'Toole
- Christy O'Hara
- Breege Kelly
- John Sullivan
- Colm Keaveney
- Patricia Barrett O'Boyle
- Clodagh Geraghty
- Vera Kelly

It was approved by the Joint Chairs and members of Roundtable at their meeting of 16th April 2002.

I wish to express my appreciation to all of the above-mentioned for their contribution to the Project.

Breege Kelly,
Director of Human Resources.

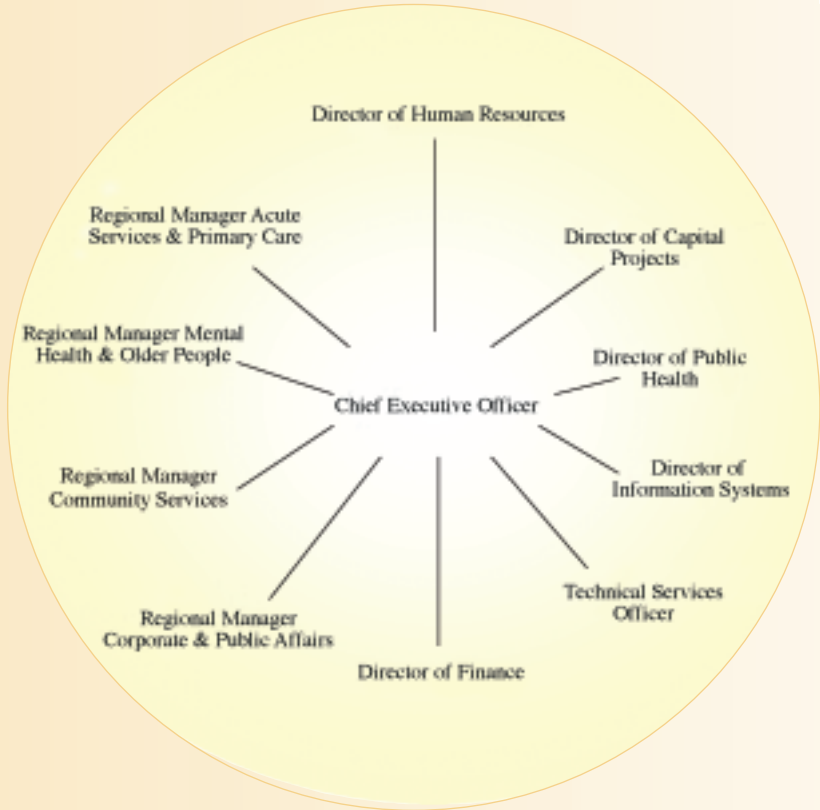




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THE MANAGEMENT TEAM



The Western Health Board area covers the counties Galway, Mayo and Roscommon. The region is predominantly rural with a number of urban areas and seven inhabited offshore islands. Galway city is one of the fastest growing cities in Europe, and has a third-level student population in excess of 10,000 during the academic year.

The Board serves a population of more than 352,000 in its catchment area, almost half of whom are under the age of 30 years. The region has a higher percentage of people over 65 years of age (14%) compared to the national average of 11%. A quarter of those over 65 are aged 80 years and over. There are approximately 4,600 births and 3,500 deaths in the region each year.



The connection between the Board and staff

The connection between the Board and its staff is a two way process. The decisions the Board makes are informed by the work that happens within the Health Board as well as National Health Strategies. The decisions that the Board make are ultimately carried out by the Western Health Board's staff. The Board members represent the interests of the community, the staff and the Minister for Health and Children, to whom the Board is legally accountable.

There are thirty one members of the Western Health Board. There are seventeen public representatives drawn from the three County Councils and Galway City Council. Galway County Council has six members, Mayo County Council five members and Roscommon County Council four members and there are two members from Galway City Council on the Board. There are a further eleven members who are representatives of the Medical/Nursing and Ancillary professions. Within this group there are seven doctors, two nurses, one pharmacist and one dentist. There are also three ministerial nominees on the Board. The Politicians who are appointed to the Board are nominated after local elections and they serve for the length of their term in office. Staff members on the Board are elected by their own professional bodies. The Board meets monthly.

Role of the Board members:

The members of the Board are the policy makers, they decide on the why and what of the Service. They sanction the work of the Management Team who are responsible for the delivery of the service. Board members have an important role to play in policy development and service planning. The Board closely monitors the operation of the Service Plan. In addition the members of the Board work through a number of standing committees, the Finance and Monitoring Committee which help fine tune the policy work of the Board.

The Statutory Context

The Board is required to produce a Service Plan in accordance with the Health (Amendment) Act 1996. In preparing the plan, account is taken of all Department of Health & Children policies and guidelines. Particular reference is given to strategy documents from the Department and their further development by the Board. The adoption, supervision and amendment of the Service Plan is a reserved function of the Board. In carrying out its functions in relation to the Service Plan the Board is requested;

- To ensure the most beneficial, effective and efficient use of resources.
- To co-operate with and co-ordinate its activities with other Health Boards, Local Authorities and Public Boards.
- To give due consideration to the policies and objectives of the Government.

Service Plan proposals are reconciled with a letter from the Department of Health and Children setting out the allocation/determination of health expenditure for the Board for the coming year.

The Health (Amendment) Act 1996 requires the members of the Board to monitor expenditure, to ensure that it does not exceed the amount set by the Minister. As a Board we must prepare financial statements in accordance with the accounting standards specified by the Minister for Health and Children.

The Board and the Community

The Western Health Board is not a stand-alone organisation and depends greatly on the work of many other organisations. The Board works in partnership with statutory and voluntary agencies to help develop a wide range of services. This partnership is a vital component in the delivery of high quality health services. The establishment of the Border, Midland and Western Region Assembly together with the City and County Development Boards are a welcome step in ensuring that the Health Boards and other agencies work together to achieve the highest attainable level of health for the people in the Western Health Board region.

The National Development Plan is assisting the Board in putting in place the required infrastructure. Major capital developments taking place in our region include projects at University College Hospital, Galway, Mayo General Hospital, in Mental Health and Services for Older People and throughout the Community Services in counties Galway, Mayo and Roscommon. The Western Health Board is gradually becoming more self sufficient in the Services it provides. The Board is a major employer in the Western Region with over 8,000 staff. This is a large and complex organisation and service co-ordination is a significant challenge in its own right. We are fortunate in having well qualified and deeply committed staff who adapt well to changing needs. This ensures that users of the services, receive service and care on par with the best available elsewhere.

MISSION STATEMENT

“The Mission of the Western Health Board is to promote the highest attainable level of health for all persons in its functional area.”

The Board will pursue this aim through:

- The advancement of health promotion and disease prevention
- The provision of high quality services accessible to all
- The cost effective use of allocated resources
- The involvement of its dedicated staff and the development of each person’s potential.

This mission was approved by the Western Health Board on 4th November 1994.

AIMS, PURPOSE & VALUES

OUR VISION

We want our public to be confident that our organisation is caring and responsive to their needs and provides services which place them at the focal point.

Our Vision will be achieved by:

- Providing an integrated, caring service to the public, based on changing needs, through a well-trained and courteous staff.
- Using the resources available in an equitable and responsible manner.
- Treating everyone in the manner we would like to be treated ourselves.
- Recognising performance, encouraging feedback and striving to be an organisation of which we are proud and in which the public has confidence.
- Operating in accordance with our values.

OUR VALUES are at the heart of everything we do. They express how individually and collectively we treat each other and patients/clients. Being true to our values will ensure a customer focused and responsive organisation – a committed team working together in an organisation of which we are proud and in which the public has confidence.

The Western Health Board recognises that its greatest asset is the people who work within it. The Charter sets out the principles that identify the relationship that exists between the Board as the employer, its managers and its staff. It outlines the commitment of the Board as the employer to all its employees, the commitment of managers to staff and what is expected from staff while working with the Board. The Charter is underpinned and supported by Labour, Equality and Health & Safety legislation.

1. EQUITY and EQUALITY

- The Board is committed to promoting an environment that respects the rights and dignity of the individual.
- Your manager is committed to ensuring that you are treated fairly and equitably.
- You are expected to treat your colleagues with respect and dignity and to show loyalty and commitment to the Board.

2. QUALITY of WORKING LIFE

- The Board is committed to providing flexible and supportive working practices that recognise the Life/Work balance of the individual.
- Your manager, having regard to the needs of the services, is committed to providing you with working arrangements that offer choice, flexibility and greater individual control in your working life.
- You are expected to be flexible and adaptable, within reason, to changing circumstances based on; the necessity to deliver a people centred quality service and the needs of your colleagues.

3. HEALTH, SAFETY and WELL BEING

- The Board is committed to providing a work environment that promotes the health, safety and well being of the individual and supports a healthy lifestyle.
- Your manager is committed to supporting the maintenance of your health and safety in your area of work and to promoting the services that are available to you.
- You are expected to take responsibility for your own health and safety and the safety of your colleagues. You are encouraged to pursue a healthy lifestyle.

4. COMMUNICATION and CONSULTATION

- The Board is committed to pursuing and developing effective two-way communication and consultation processes.
- Your manager is committed to providing you with information on matters relating to your area of work.
- You are expected to use the two-way communication and consultation process.

5. STAFF INVOLVEMENT

- The Board is committed to joint union/management partnership. It recognises the individual's right to join a Trade Union and the union's right to represent.
- Your manager is committed to involving you in decision-making within your area of work and through the partnership process, to providing you with the opportunity to participate in making decisions that have implications for you.
- You are expected to participate in the decision-making process and to recognise management's right to manage.

6. COMPETENCE, PERFORMANCE and CONTRIBUTION

- The Board is committed to the development of a highly competent workforce and recognises the importance of both individual and team contributions.
- Your manager is committed to informing you of the standards of performance required in your job.
- You are expected to maintain your professional competence and performance and to work as an individual and as a team member.

7. TRAINING, EDUCATION and DEVELOPMENT

- The Board is committed to providing the necessary training and education to enable the individual to work effectively and to supporting the development of the individual.
- Your manager is committed to providing you with regular opportunities to discuss your personal and professional development needs and access to training, education and development.
- You are expected to take responsibility for your own personal and professional development and to avail of opportunities provided to you in order to enhance your skills, knowledge and experience.





Departments

— Western Health Board

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ACUTE HOSPITAL SERVICES

The Acute Services Department is responsible for the provision of hospital services in the region as well as the activities of the Western Health Board's Primary Care Department. Our core hospital activities include Accident and Emergency, In-Patient Day Care and Outpatient Services. The services are provided on five sites, University College Hospital, Galway, Merlin Park Hospital, Galway, Mayo General Hospital, Castlebar, County Hospital, Roscommon and Portiuncula Hospital, Ballinasloe and in a range of settings from General Hospital to University College Hospital (Teaching Hospital).

The Primary Care Department's remit includes primary healthcare planning and delivery, the administration of the General Medical Services Scheme and the development of effective linkages between the Primary Care and Acute Hospital services.

This Department may be contacted at the following:

Telephone Numbers.

⇒ (091) 775404/5; 775406/7

Email address:

⇒ acuteservices@whb.ie

Fax:

⇒ (091) 770203

MENTAL HEALTH AND SERVICES FOR OLDER PEOPLE

Our Mental Health Services continue to evolve from a hospital based to a community-orientated service. In recent years there has been significant investment in our community facilities and this is being accompanied by an ongoing reduction in our long-stay population. Our Mental Health Services are now delivered through a comprehensive range of services including Home-Based Programmes, Day Hospitals, Day Centres, Community Residences, Training Centres and Residential Facilities. Many services are also delivered on a partnership basis with voluntary and self-help groups in the region.

The Board has a high proportion of older people in its area representing 14% of the total population. The emphasis in our services is on maintaining older people in their own homes for as long as possible. Services are provided over a broad spectrum including health promotion, education, services at home, in acute hospitals and in residential long-term care. In recent years there have been many significant developments in services including additional resources for community supports, development of day care and therapy services, respite services in addition to long-stay beds.

This Department may be contacted at the following:

Telephone Numbers:

⇒ (091) 775409/10

Email address:

⇒ noel.brett@whb.ie

Fax:

⇒ (091) 758483

COMMUNITY SERVICES

Community Care Services covers a wide range of patient services provided in the local Health Centres or in people's homes. In addition financial support is provided to members of the public who come within certain categories.

The Regional Manager for Community Services has specific responsibility for Children and Families and Disability services including services to people with a Learning, Physical or Sensory disability. However, there are a large number of other services that fall within this management area, which include Travellers' Health, Asylum Seekers' Services, Food Safety, Drug Services, Home Management, Nutrition Services and Registration of Births, Deaths and Marriages.

The services are managed through General Managers based in each of the counties. There are also a number of Regional post-holders for areas such as Disability, Child Care, Drugs and Travellers' Health who co-ordinate services around the country ensuring that we provide an equitable and quality service for our population.

This Department may be contacted at the following:

Telephone Numbers.

⇒ (091) 775414/5

Email address:

⇒ aine.martin@whb.ie

Fax:

⇒ (091) 752828

CORPORATE AND PUBLIC AFFAIRS

This Department operates at the strategic and planning level. There is also operational responsibility for the Ambulance and Transport Service and the Health Promotion Department. This office produces the Service Plan and Annual Report. There are further specific aspects such as internal communications (including The Newsletter, Frankly Speaking), development of a Web site, Freedom of Information Appeals, liaison with the Office of the Ombudsman. Much of the work is project-based. The office also resources the work of the Internal Audit Committee. Emerging roles include public/consumer affairs, risk management, capacity building and organisational development.

This Department may be contacted at the following:

Telephone Numbers:

⇒ (091) 775261/2

Email address:

⇒ corporate.affairs@whb.ie

Fax:

⇒ (091) 771318

HUMAN RESOURCES DEPARTMENT

Human Resource Management encompasses all aspects of the structures, processes and activities that contribute to the planning, recruitment, development and reward for all the Board's employees.

The activities carried out by the Human Resources Department may be summarised as follows:

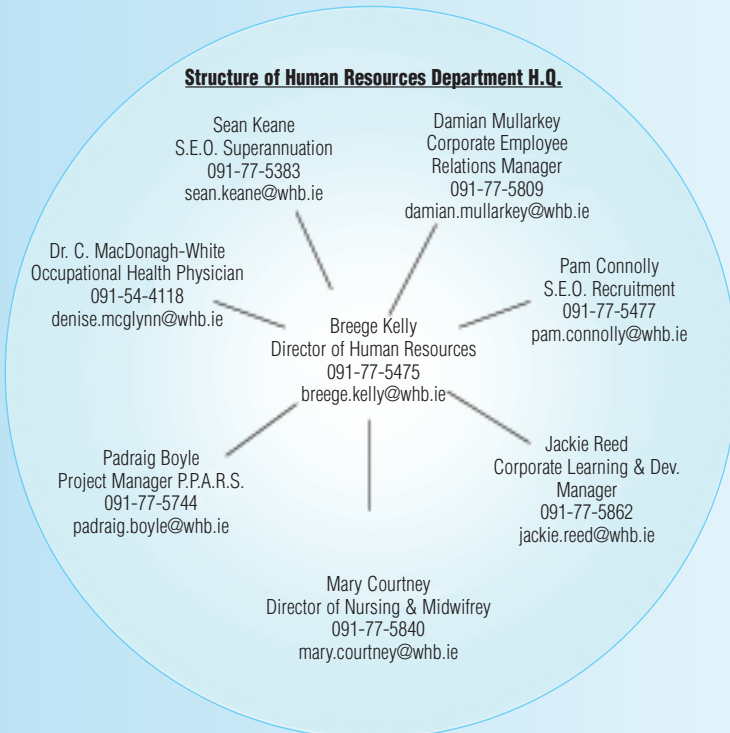
- ◆ **Recruitment**
The Role of this Department is to recruit and retain the right people with the right competencies to enable each service to deliver on the aims of the Board's Mission Statement.
- ◆ **Employee Relations**
The role of this department is to provide advice and interpretation on conditions of employment and entitlements, to negotiate and consult with various Trade Unions representing staff and develop and review employment policies and procedures.
- ◆ **Corporate Learning and Development**
The Corporate Learning and Development Section provide a framework to enable all employees to receive the necessary learning and development required to maintain a high standard of service delivery with improved team work and patient focused care.
- ◆ **P P A R S (Personnel, Payroll, Attendance & Recruitment System)**
Provides an integrated computer based personnel and payroll system to provide top of the range management information.
- ◆ **Superannuation**
Superannuation section ensures that all employees avail of their entitlements under the superannuation code and are paid their pensions/retirement allowances in a timely fashion.
- ◆ **Occupational Health**
The Occupational Health Department promotes physical, mental and social well-being of all our staff.

The Department may be contacted at the following:

Telephone Numbers:

Recruitment:	(091) 775354 – 775484/5	Recruitment@whb.ie
Superannuation:	(091) 775490 – 775487/8	Sean.Keane@whb.ie
Corporate Learning and Development:	(091) 775861 (091) 775489	Corporatelearning.development@whb.ie
Employee Relations:	(091) 775867 Fax (091) 770100	Employee.Relations@whb.ie
Occupational Health Dept.	(091) 528766	Denise.McGlynn@whb.ie
Director of H.R.	(091) 775475 Fax (091) 752875	Human.Resources@whb.ie

Structure of Human Resources Department H.Q.



FINANCE DEPARTMENT

The Finance Department provides support to the Health Board ensuring that the Board achieves its corporate health objectives within budget. Key financial support includes decision making support, controlling public money, statutory accountability and the requisite processing services.

The activities carried out by the Finance Department can be outlined as follows:

- ⇒ Preparing and monitoring the Annual Budget.
- ⇒ Payment of staff, pensioners, creditors and allowances.
- ⇒ Maintaining internal financial control.
- ⇒ Safeguarding the Board's assets.
- ⇒ Monitoring Risk Management and insurance.
- ⇒ Maintaining financial management information systems.
- ⇒ Preparing the Annual Financial Statements.
- ⇒ Complying with the Comptroller and Auditor General.
- ⇒ Management of the working capital.

This Department may be contacted at the following:

Telephone Numbers:

- ⇒ (091) 775440/41

Email address:

- ⇒ Finance@whb.ie

Fax:

- ⇒ (091) 756939

DEPARTMENT OF PUBLIC HEALTH

The principal aims of the Department of Public Health are to promote health and to prevent disease. The department works closely with other departments within the Board, other health agencies and agencies outside the health service. An important aim is the development and fostering of effective partnerships with other agencies.

This Department may be contacted at the following:

Telephone Numbers:

⇒ (091) 775200/1

Email address:

⇒ Declan.McKeown@whb.ie

Fax:

⇒ (091) 758283

TECHNICAL SERVICES DEPARTMENT

Technical Services provide support and advice on the Board's physical resources and needs. This support also includes advice on design, specification and supervision of the Board's maintenance activity.

The Department provides technical support for capital works being developed by the Board. This support includes design team selection, involvement at Project Team level for design specification and linkage to existing engineering services and structures.

The Department also deals with fire safety matters throughout the Board's institutions including assessment and advice on compliance with statutory obligations under fire safety legislation.

In addition to the above areas of activity, a substantial amount of the Department's time is devoted to the provision of engineering advice in relation to the procurement, conversion, refurbishment, alteration and disposal of Western Health Board assets, including lands, buildings, vehicles, equipment and specialist services of a technical nature.

This Department may be contacted at the following:

Telephone Numbers:

⇒ (091) 775435/6

Email address:

⇒ Technical.Services@whb.ie

Fax:

⇒ (091) 756193

MANAGEMENT SERVICES DEPARTMENT

The Management Services Department is responsible for the provision and maintenance of Information and Communication Technology Services throughout the Board. In addition, it is responsible for Library Services, Printing Services and Freedom of Information.

Services are currently provided centrally from the Board Headquarters at Merlin Park Regional Hospital and from University College Hospital, but it is intended to distribute support throughout the region in the near future.

The Department maintains a range of systems including Hospital, Community, Psychiatric, Financial and office systems, and supports extensive local/wide area networks.

This Department may be contacted at the following:

Telephone Numbers:

⇒ (091) 775423/24

Email address:

⇒ mgt.srv@whb.ie

Fax:

⇒ (091) 753464

NURSING AND MIDWIFERY PLANNING AND DEVELOPMENT UNIT

The Definition of Nursing used in the unit is:

“Nursing helps individuals, families and groups to determine and achieve their physical, mental and social potential and to do so within the dynamic context of the environment in which they live and work”.

The nurse requires competence to develop and perform roles that promote and maintain health and comfort as well as treatment for ill health. Nursing also includes the assessment, planning and giving of care during illness and rehabilitation. It encompasses the physical, mental, spiritual and social aspects of life as they effect health, illness, disability and dying.

Nursing promotes the active involvement of the individual and his/her family, friends, social group and community as appropriate in all aspects of healthcare thus encouraging self-reliance and self-determination while promoting healthy environments. (World Health Organisation – WHO 1996) (International Council of Nurses – ICN 1987).

The Top strategic priorities for the unit are:

- Benchmarking and celebration of best practice, being aware of national and international influences.
- Offer support services to all parts of the Western Health Board in improving the quality of Nursing & Midwifery.
- Implementing the Commission of Nursing recommendations.
- Developing an enabled workforce competent in their scope of practice that encourages diversity and creativity so clients experience and achieve full potential for independence.
- Increasingly focused Continuing Education programmes that deliver competence, enabling individual services to analyse their own service gaps.
- An interdisciplinary approach encompassing health promotion is valued.

This department welcomes contact at:

Telephone Number:

⇒ (091) 775841

E-mail:

⇒ mary.courtney@whb.ie





Policies

— Western Health Board

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CODE OF CONDUCT

Purpose

To set out principles which should govern the conduct of staff employed by the Board.

Confidentiality

Confidentiality refers to the use and retention of information which is obtained in the course of one's work, concerning the Board, its clients and services. It also refers to information gained in relation to other staff members.

Information is shared on a need to know basis and when it is in the best interests of the Board's service users.

Do ...

- Share information with other staff members, which is in the interest of service users, on a need to know basis.
- Include only information that is relevant to the provision of service for a particular service user in reports.
- Keep information in a manner that respects the confidentiality of the service user and is in line with best practice.
- Conduct discussions in private where persons not involved will not overhear conversations of a sensitive nature
- Store information carefully.
- Put files away when not in use.
- Store files in locked cabinets.
- If leaving your desk or place of work, make sure that sensitive information is put away in a safe place.
- If chairing a meeting draw attention to any inappropriate sharing of personal information.
- Ensure awareness on the part of service users of the importance placed on confidentiality by the Board.
- Ensure compliance with best practice in the area of confidentiality.

Don't ...

- Share personal information with staff who have no involvement in a particular case.
- Talk about personal information regarding service users in public places, canteens or corridors where conversations may be easily overheard.
- Leave sensitive information or files at workstations where they may be easily accessed.
- Talk about service users at meetings where others not directly involved are present.
- Store information about more than one service user on the one file.
- Use information obtained for one purpose for another purpose without the consent of the original informant.
- Pool personal information relating to various service users on one document.

Standards

There is a general ethical standard expected in public service employment. Such a standard demands both personal integrity and loyalty to the Board.

Conflict of Interest

Participation in other organisations, whether economic, social, cultural or political, which has a direct effect on the policy making, or decision making process in the Health Board, should be carefully considered and avoided in circumstances where conflict might arise.

Employment with the Board carries the following obligations

Involvement in outside occupations during off-duty time should not be engaged in to the extent of impairing your usefulness or energy on duty or indeed be inconsistent with your employment in the public service.

You are required to abstain from alcohol during working hours to ensure your maximum contribution and energy on duty. The use of illegal substances is prohibited for employees of the Board.

You should not engage in matters unconnected with your duties during working hours, unless provided for in a contract of employment with the Board.

‘Unjust Enrichment’

This principle prohibits you from gaining any advantage other than official remuneration in respect of your duties, e.g. acceptance of special facilities or discounts on private purchases from suppliers with whom you have official dealings.

Declaration of Interest

A declaration of interest with regard to contracts/purchases from sale or services to the Board, should be made to the Chief Executive Officer.

Communications

Information gained in the course of the performance of your duties should not be communicated to anyone outside the Department/Organisation, etc. This also applies to decisions taken and matters under consideration.

Publications

Publication of any matters relating to the affairs of the Board, or use of information drawn from official sources in publications, by you, should have the prior approval of the Chief Executive Officer.

Acceptance of gifts

You should not ask for, or accept, any gift or reward of any kind for any service rendered, or information given to the public, arising out of your duties.

Use of Influence

In matters relating to your personal position and advancement in the service, applications should be made through normal channels. You should not make, or cause to be made, representations in your favour.

Courtesy and impartiality

You have a duty to deal with members of the public and colleagues with the utmost courtesy and impartiality.

EQUAL OPPORTUNITY POLICY

The Western Health Board is an equal opportunities employer. The Board is committed to treating all employees equally irrespective of gender, marital status, family status, sexual orientation, religion, age, disability, race and membership of the travelling community. The Board is committed to equality of opportunity in all its employment practices, policies and procedures.

The Board will ensure that all job applicants and employees will receive equal treatment in terms of recruitment, pay and conditions of work, training and work experience, opportunities for career development and promotion.

All employees will be selected, promoted and treated on the basis of their abilities and merits and according to the requirement of the job. All employees will have equal opportunity to show ability and to progress within the organisation.

PROBATION

The appointment of a person, who is not already a permanent employee of a Health Board or Local Authority is made subject to the condition that the person must serve an appropriate probationary period of either six or twelve months relative to their grade, and will cease to be employed at the end of the probationary period unless his/her service has been confirmed as satisfactory by the Head of the Department.

A system of regular appraisal will operate during the probationary period involving discussion with the employee, his/her supervisor and Head of Department in relation to the employee's work performance.

A person appointed to a permanent post with the Board, who is already a permanent officer of a health board or local authority and serving a probationary period, will serve the remaining period of probation with this Board. If they have already served their probationary period successfully then they will not be required to serve it again.

Probation must be extended when availing of maternity leave, sick leave, parental leave and special leave without pay.

INDUCTION

The Board has developed a Corporate Induction Programme with the aim of introducing new employees in a supportive and systematic way to their new job, work location, colleagues etc. Induction not only applies to staff new to the organisation but also to staff within it who are moving from one position to another. Local induction will be provided by your local Line Manager.

A two-day induction programme is held once a month throughout the year for all staff within the Board. Following the course, each participant receives an induction pack. There are thirteen Induction Facilitators employed in the Board.

E-MAIL/INTERNET WESTERN HEALTH BOARD POLICY

Electronic mail and internet access are excellent tools which are being developed for all employees within the Board. Staff are encouraged to use these media as much as possible. As with all services misuse is discouraged.

The Board's services may not be used for any activity that contravenes the laws of Ireland or any other applicable jurisdiction.

Users may not use the Board's services to engage in activities that waste Western Health Board resources (people, networks, computers and finance).

Users may not use the Board's services to create, host or transmit offensive or obscene material, or engage in activities that would cause offence to others on the grounds of gender, marital status, family status, sexual orientation, religion, age, disability, race and membership of the travelling community.

Users may not use the Board's services to create, host or transmit material that is designed to cause annoyance, inconvenience or needless anxiety to others.

Users may not use the Board's services to create, host or transmit material that is defamatory.

Users may not use the Board's services to engage in activities that infringe the proprietary rights to software.

Users may not use the Board's services to engage in activities that compromise the privacy of others.

Users may not use the Board's services to engage in activities which would destroy the integrity of computer based information.

FAMILY FRIENDLY WORKING

A number of family friendly schemes are available to all our employees. These include:

Flexible Working Scheme, Job Sharing Scheme, Parental Leave.

The objective of these schemes is to allow employees, in all areas, the facility to match their home and working lives. It is intended to be as flexible as possible while still maintaining the services.

Terms and conditions for these schemes can be obtained from your line manager or directly from the WHB Intranet.

In schemes where hours of work are adjusted, all other conditions are applied on a pro-rata basis, e.g. Salary, Annual Leave. In order to calculate your revised salary or annual leave the following formula should be used.

$((\text{Full time Yearly Salary} / 365.25) * 7) / \text{Full time Weekly Hours of work for the grade} = \text{Hourly Rate of pay.}$

$\text{Hourly Rate of Pay} * \text{Proposed new Weekly Hours} = \text{New Adjusted Salary per week.}$

$((\text{Full time Weekly Hours of work for the grade} / 5) * \text{Number of Annual Leave Days per Year}) = \text{Annual Leave in Hours for a Full time Employee.}$

$(\text{Annual Leave in Hours for a Full time Employee} / \text{Full time Weekly Hours of work for the grade}) * \text{Proposed new Weekly Hours} = \text{New Annual Leave in Hours}$

LABOUR LAW – AN OVERVIEW

In common with our European neighbours there are many laws which affect both employers and employees. Some of these are as a direct result of E.U. directives.

It is important to be aware and familiar with these pieces of legislation. Listed below is a guide, which is issued by the Department of Enterprise, Trade and Employment.

This Guide provides a straightforward summary of the range of labour legislation administered by the Department. The legislation covered is as follows.

- Contract of Employment (Terms of Employment Act, 1994)
- Payment of Wages Act, 1991
- Organisation of Working Time Act, 1997
- Minimum Notice and Terms of Employment Act, 1973 to 2001
- Redundancy Payments Acts, 1967 to 1991
- The Protection of Employment Act, 1977
- Employment Agency Act, 1971
- European Communities (Safeguarding of Employees' Rights on Transfer of Undertakings) Regulations, 1980
- Unfair Dismissals Act, 1977 to 2001
- Protection of Employees' (Employers' Insolvency) Acts, 1984 to 1991
- Protection of Young Persons Act, 1996
- Safety, Health and Welfare at Work Act, 1989
- Worker Participation Act, 1977 to 1997
- Industrial Relations Act, 1990
- Equal Status Act 2000
- Employment Equality Act 2001

There are many other issues, which may also be of interest to you, which can be accessed through the Department of Enterprise, Trade and Employment web site. All of these web addresses are listed in our web directory.

WEB DIRECTORY

http://www.gov.ie/tourism-sport/	Department of Tourism and Sport
http://www.gov.ie/taoiseach/	Department of the Taoiseach
http://www.dscfa.ie/	Department of Social Community and Family Affairs
http://www.revenue.ie/	The Revenue Commissioners
http://www.gov.ie/tec/	Department of Public Enterprise
http://www.gov.ie/daff/	Department of Agriculture, Food and Rural Development
http://www.marine.gov.ie/	Department of Marine and Natural Resources
http://www.justice.ie/	Department of Justice, Equality and Law Reform
http://www.doh.ie/	Department of Health and Children
http://www.gov.ie/iveagh/	Department of Foreign Affairs
http://www.gov.ie/finance/	Department of Finance
http://www.environ.ie/	Department of Environment and Local Government
http://www.entemp.ie/	Department of Enterprise, Trade and Employment
http://www.gov.ie/educ/	Department of Education and Science
http://www.gov.ie/defence/	Department of Defence
http://www.gov.ie/ag/	Office of the Attorney General
http://www.gov.ie/ealga/	Department of Arts, Heritage, Gaeltacht and The Islands
http://www.labourcourt.ie	The Labour Court
http://www.lrc.ie	Labour Relations Commission
http://www.hsea.ie	Health Service Employers Agency

HEALTH BOARD SITES

http://www.erha.ie	Eastern Regional Health Authority
http://www.mhb.ie	Midland Health Board
http://www.mwhb.ie	Mid-Western Health Board
http://www.nehb.ie	North Eastern Health Board
http://www.nwhb.ie	North Western Health Board
http://www.sehb.ie	South Eastern Health Board
http://www.shb.ie	Southern Health Board
http://www.whb.ie	Western Health Board

TRADE UNION SITES

http://www.ino.ie	The Irish Nurses Organisation
http://www.siptu.ie	Services Industrial Professional Technical Union
http://www.imo.ie	The Irish Medical Organisation
http://www.impact.ie	I.M.P.A.C.T.

WHAT YOU NEED IN ORDER TO GET PAID ON TAKING UP DUTY

If you have been previously employed, you should obtain a form called a P45 when you are leaving your employment. This form gives details of your earnings with that employer, the amount of tax deducted and your tax rate.

You should submit the P45 to the salaries office when you take up duty with the Board. Otherwise, an emergency tax rate will be applied and you will pay more tax than you should.

If you have not been previously employed, you should arrange to complete an income tax form. This is available from the office of the Inspector of Taxes.

The Inspector of Taxes will then issue to you a Notice to determine the tax credit and standard rate cut off point. A copy of the Notice will be sent to the salaries office.

You should ensure that the Human Resources Department has your correct home address. Any changes to your address should be notified to that department immediately.

You must also notify the Human Resources Department of any change in your name. This applies particularly to female employees who, when they get married, wish to have their married name on all their records.

FIRST JOB

Obtain Personal Public Services number (PPS.)

From:

Galway

Dept. of Social, Community & Family Affairs
Hynes Building, St. Augustine Street,
Galway.
Phone (091) 566191
Fax (091) 567206

Mayo

Dept. of Social, Community & Family Affairs
Castlebar, 16 New Antrim Street,
Castlebar, Co. Mayo.
Phone (094) 34280

Roscommon

Dept. of Social, Community & Family Affairs
Abbey Street,
Roscommon.
Phone (0903) 30930

PREVIOUSLY EMPLOYED

Submit: P.45

To: Local Salaries Officer or
Finance Department
Merlin Park Regional Hospital
Galway.

If you already have a P.P.S., complete Form Ref. 12A

Send to Income Tax Office, Inspector of Taxes,

Hibernian House,

Eyre Square, Galway.

Phone (091) 563041

Fax (091) 566917

Email galwaytax@revenue.ie

YOUR PAYPATH PAYSPLIT – EXPLAINED

Your name and address

The Dept. of Health Code for your position

The pay group you are included in for processing

How your pay is charged to a particular department.

Pay related social insurance number P.P.S.

Name of position held

Your personal W.H.B. number which must be quoted on all correspondence

All deductions are shown here. Items like tax are compulsory. Voluntary deductions are also shown here.

Your gross pay this cheque.

Your gross pay so far this year.

Your tax credits are shown here. Tax-free allowances are no longer used.

The number of trouble weeks you have worked

Your P.R.S.I. class. This determines your benefits.

Your take home pay less all deductions

The amount of P.R.S.I. the W.H.B. pays to your employer.

DEDUCTIONS		PAYMENTS	
Code	Amount	Code	Amount
1	100.00	1	100.00
2	50.00	2	50.00
3	25.00	3	25.00
4	10.00	4	10.00
5	5.00	5	5.00
6	2.50	6	2.50
7	1.25	7	1.25
8	0.62	8	0.62
9	0.31	9	0.31
10	0.16	10	0.16
11	0.08	11	0.08
12	0.04	12	0.04
13	0.02	13	0.02
14	0.01	14	0.01
15	0.00	15	0.00
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98	0.00	98	0.00
99	0.00	99	0.00
100	0.00	100	0.00

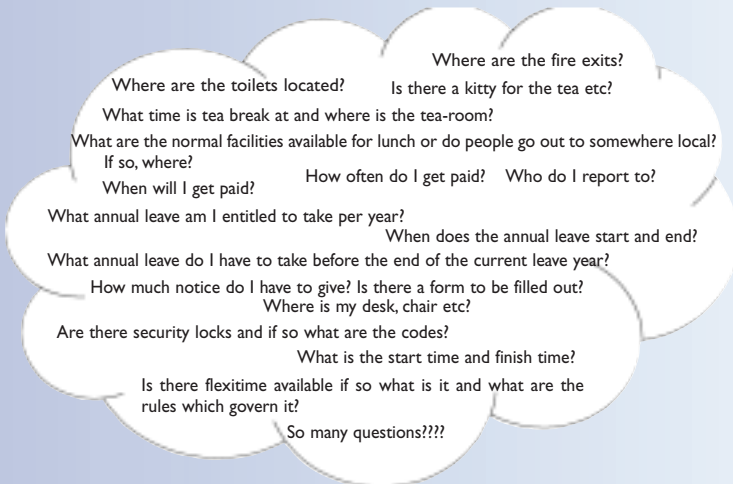
There are many different payments you can make directly from your pay. These include Medical Insurance, Life Assurance, Credit Union, Housing Loans and Union Fees.

If you wish to arrange to have deductions made you should contact your local Payroll Section.

MY FIRST DAY

On your first day your supervisor will discuss many of the duties of your new job and introduce you to your colleagues.

Your supervisor and your new colleagues will answer many of the questions you have on your first day.



I'm sure you have some questions to ask?
 Let's start with coffee break
 It's at 11 o'clock





THE ORGANISATIONAL STRUCTURE OF MY DEPARTMENT

Name		Title		Name		Title	
Name		Title		Name		Title	
Name		Title		Name		Title	
Name		Title		Name		Title	
Name		Title		Name		Title	
Name		Title		Name		Title	

Your Line Manager will complete this with you and mark in the relationships as appropriate.



Leave

— Western Health Board

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ANNUAL LEAVE

The Board's annual leave year runs from 1st April to 31st March.

Your annual leave allocation is notified to you when you are taking up appointment. (Each grade of staff has a specific annual leave allocation).



If you take unpaid leave in excess of twenty-eight days, your annual leave allocation is reduced pro-rata to the number of days unpaid leave taken (with the exception of unpaid leave following maternity and adoptive leave provided it does not exceed 56 days).

If you are taking up temporary or part-time employment, your annual leave allocation is specified in your employment contract.

Annual leave allocation for part-time staff is granted pro-rata to the full-time grade.

APPLYING FOR ANNUAL LEAVE

You should apply for leave through your supervisor, giving as much notice as possible.

At least three-quarters of your leave should be availed of by December.

Standard annual leave application forms are available from your supervisor – see Appendix.

Every effort should be made to avail of all your annual leave during the leave year. In exceptional circumstances you may arrange with your supervisor to have the leave transferred to the following leave year. This should be taken at the earliest opportunity. Otherwise, the leave will be forfeited.

If you resign from your employment, you will be paid for any outstanding leave due to you.

SICK LEAVE

NOTIFICATION OF SICK LEAVE

You should notify your supervisor as soon as possible when you become ill, so that replacement arrangements may be made.

A medical certificate must be submitted on the third day of illness. The certificate must state the nature and expected duration of illness.

SICK LEAVE - OFFICERS

As soon as you are appointed to a permanent post, you qualify for payment for sick leave.

Payment is reduced to half-pay as soon as you reach 183 sick leave days in one year including Saturday and Sunday (for staff on a Monday to Friday rota). You receive no pay when you reach 365 sick leave days in four years.

A year is a “rolling year”. That means if you start sick leave, e.g. on the 10th May, 2000, your sick leave is calculated by going back one year from that date, i.e. 11th May, 1999 to the 10th May, 2000.



Payment for sick leave is at the discretion of the Chief Executive Officer.

Permanent officers are allowed a maximum of six days uncertified sick leave a year (rolling year).

If you pay Class A P.R.S.I., (this is shown on your payslip) then you are obliged to claim benefit from the Department of Social Community and Family Affairs. This benefit must be forwarded to your line manager as you have already been paid the appropriate salary.

SICK LEAVE – TEMPORARY OFFICERS

If you are employed as a temporary officer and become ill, you will qualify for payment for sick leave if you are in the continuous employment of the Board for a minimum of six months prior to the date of commencement of illness. You should apply to the Department of Social, Community & Family Affairs for sick benefit. The payment you receive may be retained, as deduction has already been made in respect of these monies from your salary.

If your employment is continuous for six months, but less than twelve months, you will receive full rate of pay less social welfare benefit, for a maximum period of twelve weeks in a twelve month period.

If you do not qualify for social welfare payment and you are eligible for sick pay by the Board, payment in full will be made by the Board.

Sick leave for one or two days will be paid by the Board, as social welfare benefit is not payable until the third day of illness.

SICK LEAVE – NON-OFFICERS

Non-Officer grades must have worked 130 days on a 5 day week basis or 182 days on a 7 day week basis in the calendar year January to December. The Non-Officer is entitled to claim and keep Social Welfare Benefit. The Health Board calculates the amount of Social Welfare Benefit due and deducts this from the employee. Sick pay is limited to a maximum of 12 weeks at full rate of pay, less Social Welfare benefit in any twelve month period.

Any member of staff, officer/non-officer may be referred to the Occupational Health Physician at any time during sick leave at the request of the Chief Executive Officer.

RETURNING FROM SICK LEAVE

You must notify your supervisor of your intention to return to duty at least one day before you are due to return.

If returning from prolonged sick leave, you must submit a medical certificate, certifying that you are fit to return.

On your return from sick leave, you must report to your supervisor.

ABSENCE FROM WORK AS A RESULT OF SERIOUS PHYSICAL ASSAULT

In the event that you are assaulted in the course of your work, you will be paid in accordance with the above schemes.

This means that you will be paid full wages, including allowances and premium pay for a period up to six months. After this, you will be paid in accordance with the appropriate sick pay scheme, or in the case of non-officers twelve weeks. Provision for an extension of this period of 12 weeks is by local agreement.

SICK LEAVE AS A RESULT OF AN ACCIDENT OUTSIDE WORK

If you are absent on sick leave as a result of an accident outside work, your supervisor should be notified immediately. If you are pursuing a claim against a third party, you will be required to complete an agreement form to the effect that you will agree to repay to the Board, all monies paid to you during your sick leave absence as a result of the accident.

On repayment of the monies to the Board, your sick leave record for the period of your absence as a result of the accident, will be deleted.

MATERNITY LEAVE

For your health and safety, you should let your Supervisor know that you are pregnant as soon as possible.

Maternity leave is granted in accordance with the Maternity (Protection of Employees) Acts 1981 and 1991, Maternity Protection Act 1994 (Extension of Periods of Leave) Order 2001.

There is no qualifying period for maternity leave.

Maternity leave consists of 18 weeks. When availing of maternity leave, you are required to take four weeks (28 days) before and a minimum of four weeks after your expected date of confinement.

e.g. Date of confinement: 30/06/'00, therefore maternity leave commences not later than the 02/06/'00 and ends on 05/10/'00. (Last working day is 01/06/'00 and date of return to duty is 06/10/00).



You are also entitled to eight weeks (fifty six days) unpaid leave immediately following your maternity leave. This is statutory leave and does not affect your annual leave, public holiday entitlement or your incremental date. Any further unpaid leave is at the discretion of your supervisor. If, however, you avail of more than fifty-six (56) days unpaid leave, then all unpaid leave (including the initial 56 days) will affect annual leave, public holidays and incremental date.

APPLYING FOR MATERNITY LEAVE

An application for maternity leave must be submitted on the prescribed maternity leave application form.

When applying for maternity leave, you must give four weeks notice prior to the commencement date of your maternity leave.

This is to ensure proper planning and replacement.

Maternity leave does not affect your sick leave and does not count as sick leave. Maternity leave application forms can be obtained from your line manager.

RETURNING TO DUTY FOLLOWING MATERNITY LEAVE

You must give four weeks notice of your intention to return to duty following maternity leave.

ENTITLEMENT OF FATHERS TO LEAVE IN THE EVENT OF THE DEATH OF THE MOTHER

In the event of the death of the mother before the end of the 22nd week following the week of the birth of a living child, the father of the child has certain leave entitlements as follows:

*“Where the mother dies before the end of the **14th week** following the week of the birth of the child, the father is entitled to paid leave ending at the end of that **14th week**, and up to **8 consecutive weeks** unpaid leave”.*

*“Where the mother dies **after** the end of the **14th week** but before the end of the 22nd week, the father is entitled to unpaid leave to the end of that **22nd week**”.*

There is no minimum prior notice which the father is required to give his employer of his intention to take such leave.

ANTE-NATAL & POST-NATAL CARE

In accordance with the Maternity Protection of Employees’ Act, 1994, you are entitled to time-off with pay from work for ante-natal and post-natal hospital visits.

The entitlement to post-natal care applies during the first fourteen weeks immediately following the birth. You must give your supervisor at least two weeks written notice beforehand on each occasion. You may be asked to produce your appointment card, except in the case of the first visit.

ADOPTIVE LEAVE

Adoptive leave is granted in accordance with the Adoptive Leave Act, 1995 (Extension of periods of Leave Order) 2001.

Adoptive leave consists of fourteen weeks.

You are also entitled to eight weeks unpaid leave following adoptive leave.

Your annual leave, public holidays and incremental credit date are not affected by adoptive leave.

APPLYING FOR ADOPTIVE LEAVE

You should give at least four weeks notice of your intention to take adoptive leave.

Adoptive leave commences as soon as the baby is placed with the adoptive parent. A certificate from the Adoption Agency should be produced.

Adoptive leave application forms can be obtained from your line manager.

RETURNING TO DUTY FOLLOWING ADOPTIVE LEAVE

You should give four weeks notice of your intention to return to duty following adoptive leave.

ENTITLEMENT OF ADOPTING FATHERS TO LEAVE IN THE EVENT OF THE DEATH OF THE ADOPTING MOTHER

In the event of the death of the adopting mother, the adopting father has certain leave entitlements as follows:

Paid Leave:

*“Where the adopting mother dies, **before the date on which the placement takes place**, the adopting father is entitled to paid adoptive leave of **14 weeks**”.*

*“Where the adopting mother dies, **on or after the day of placement**, the adopting father is granted paid adoptive leave of **14 weeks less the period beginning on the day of placement and ending on the date of her death**”.*

Unpaid Leave:

“Where the adopting mother dies **before the expiration of the 14th week following the placement**, the adopting father is entitled to unpaid leave of **8 weeks**. (In the case of a foreign adoption, if the adopting mother dies before the day of placement, some or all of this leave may be taken immediately before the day of placement)”.

“Where the adopting mother dies **on or after the expiration of 14 weeks from the day of placement**, the adopting father is entitled to unpaid adoptive leave of 8 weeks less the period beginning on the day immediately following the expiration of 14 weeks from the day of placement and ending on the date of her death”.

PARENTAL LEAVE

Parental leave is granted in accordance with the Parental Leave Act, 1998 as amended by EU Directive of 3rd April, 2000.

Parental leave consists of 14 weeks unpaid leave.

The leave must be taken before the child reaches five years of age. In certain circumstances e.g. adopted child, if the adopted child is under three years of age at the time of adoption, the leave must be taken before the child reaches five years of age. If the child is between three years and eight years at the time of adoption, the leave must be taken within two years of the adoption order.

Your annual leave and public holidays are not affected by parental leave.

APPLYING FOR PARENTAL LEAVE

You should apply on the prescribed application form giving six weeks written notice.

Parental Leave Application Forms can be obtained from your line manager.

MANNER IN WHICH PARENTAL LEAVE MAY BE TAKEN

Parental leave may be taken in a block of fourteen weeks, or you may take it broken up over a period of time, by agreement with your supervisor/line manager.

Salary is deducted in hours.

FORCE MAJEURE LEAVE (EMERGENCY LEAVE)

Force Majeure Leave is granted in accordance with the Parental Leave Act, 1998.

WHAT IS FORCE MAJEURE LEAVE?

This is leave with pay for urgent family reasons.

It is limited to circumstances where your presence is required immediately, owing to injury or serious illness of any of the following persons:

- Your child or adoptive child;
- Your spouse or a person with whom you are living as husband or wife;
- A person to whom you are *in loco parentis*;
- Your brother or sister;
- Your parent or grandparent;

Due to the emergency nature of Force Majeure Leave, application for such leave is made on your return to duty.

Force Majeure Leave application forms can be obtained from your line manager.

HOW MUCH LEAVE CAN YOU TAKE?

A day is defined as a day or part thereof, where you are absent from work regardless of the length of your rostered hours.

You may not be absent for more than three days in any twelve consecutive months, or five days in any thirty-six consecutive months.

Absence for part of a day on Force Majeure Leave is counted as one day.

PATERNITY LEAVE

If you are the father of a child born on or after the 1st January, 2001, you may avail of three days special leave with pay. This leave may be taken at the time of the birth or up to four weeks after the birth.

If you are working in a job-sharing arrangement, or have other flexible working arrangements, paternity leave will be granted on a pro-rata basis.

In the case of adoption; where the date of placement is on or after 1st January, 2001, you may take the leave on or up to four weeks after the date of placement of the child.

In cases where two or more children are born or two or more children are adopted, your entitlement to paternity leave will be three days for each child, e.g. where twins are born, the father would be entitled to six days paid leave.

This leave would also apply in respect of stillbirths after the 24th week of pregnancy.

APPLYING FOR PATERNITY LEAVE

You should apply for paternity leave through your line manager, giving as much notice as possible. Paternity leave application forms can be obtained from your line manager.

CAREER BREAK

You may avail of a career break for any of the following reasons:

- Domestic reasons (child rearing);
- Educational purposes;
- Travel abroad.

The minimum period of a career break is one year and the maximum period is five years.

You cannot avail of a career break while you are serving your probationary period.

APPLYING FOR A CAREER BREAK

You are required to give three months notice of your intention to take a career break. Application should be made in writing on the career break application form which can be obtained from your line manager.

On application, you will be asked to sign a form undertaking to give the Board three months notice of your intention to return to duty or otherwise, prior to the expiry date of your career break.

If you are a permanent officer, you will be given an additional form. This additional form gives you an option to continue paying superannuation (i.e. pension) contributions during your career break.

SPECIAL LEAVE WITH PAY

You may be granted special leave with pay for any of the following reasons:

- When appointed by a Government Minister to serve on a statutory body;
- When invited by a health board or local authority to sit on an interview board;
- When attending for interview within the public service or civil service (this is confined to six days a year);
- When attending approved courses, conferences etc. relevant to your employment.

You should apply for leave for any of the above through your supervisor.

STUDY LEAVE

The Board encourages its employees to pursue further formal academic study to complement experience gained on the job.

If you intend to undertake further study, you should consult your supervisor before doing so to clarify the courses for which you will be granted study and examination leave, plus a refund of fees.

SPECIAL LEAVE WITHOUT PAY

Special leave without pay may be granted for short periods for domestic reasons. Each case is dealt with on its merits.

If you avail of special leave without pay, it will not reckon as service for superannuation purposes. (See section on superannuation).

If you avail of special leave without pay in excess of twenty-eight days, it will not reckon for annual leave or public holidays.

Incremental credit will also be affected except in the case of nurses undertaking approved post-graduate courses on a full-time basis, up to a maximum of two increments.

Special Leave Without Pay application forms can be obtained from your line manager.

SPECIAL LEAVE WITH NOMINAL PAY

Special leave with nominal pay may be granted to staff wishing to work in underdeveloped countries.

Nominal pay is a token payment of €1.27 per week so that your service abroad may be reckoned for incremental credit and superannuation purposes.

The foreign destination abroad must be a:

- Recognised underdeveloped country;
- Disaster/emergency region;
- Developing country whose public health service is underdeveloped.

The sponsoring organisation must be a recognised Irish/International body involved in the provision of development services, i.e.

- Goal, Trocaire, Concern.
- UN, WHO, FAO, International Red Cross, Medecins Sans Frontiers.
- Semi-state agencies and subsidiaries of semi-state agencies – PARC (Middle East contracts only).
- R.C.S.I. (Middle East contracts only).

The maximum period of leave allowed is three years.

APPLYING FOR SPECIAL LEAVE WITH NOMINAL PAY

You must apply through your supervisor, on the prescribed application form, to the Director of Human Resources. This application form can be obtained from your line manager.

Your application is subject to approval by the Department of Health & Children. Your application must be in the Department of Health & Children at least one month in advance of your departure date. Therefore, your application should reach the Director of Human Resources office at least six weeks before departure date.

Your application must be accompanied by the official notification from the sponsoring organisation.

On your return to duty, your service in the underdeveloped country will be reckoned for incremental credit and superannuation purposes.

COMPASSIONATE LEAVE

You are allowed compassionate leave with pay on the death of a relative.

The guidelines are:

Death of an immediate family member: 5 working days

(Partner, son, daughter, mother, father, brother, sister,)

Death of other relative: 2 working days

(Father/mother-in-law, grandparents, nephew, niece, aunt, uncle, first cousin)

This may be extended in any of the following circumstances:

- If you are taking charge of funeral arrangements;
- If the deceased has lived in the same house as the applicant;
- Where an employee has to travel a long distance to attend the funeral.

All other issues which local management may be aware of, should also be considered at this difficult time for staff.

You should apply for compassionate leave on the prescribed application form and submit it to your supervisor. Compassionate leave application forms can be obtained from your line manager.

Compassionate leave applies to all staff.

All applications for compassionate leave will be dealt with at local level.

ARMY TRAINING LEAVE

Board policy allows army training leave with pay to staff who are members of the Reserve Defence Forces, and who require leave to attend annual or basic training. The leave allocation is:

ANNUAL TRAINING:

For a course lasting 7 days	–	leave granted is 3 working days
For a course lasting 14 days	–	leave granted is 7 working days
For a course lasting 21 days	–	leave granted is 10 working days

BASIC TRAINING:

For a course lasting 14 to 30 days	–	leave granted is 5 working days
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SPECIAL TRAINING:

For a course lasting 7 days	–	leave granted is 3 working days
For a course lasting 14 days	–	leave granted is 6 working days
For a course lasting 21 days	–	leave granted is 9 working days

APPLYING FOR ARMY LEAVE

You should make application for leave to your supervisor enclosing the official notice of the course. “Army Form 309” can be obtained from your line manager.

Applications for such leave should be made giving at least ten days notice.

UNION LEAVE

Board policy enables non-full time union representatives to take time off with pay to undertake duties arising from their position.

The granting of union leave is at the discretion of the Chief Executive Officer. You are allowed special leave with pay to attend Union meetings as follows:

- Annual Delegate Conference – 3 days a year
- Special Delegate Conference – 1 day a year
- Regional/National Executive – 10 days a year

There may be a limit on the number of delegates permitted to attend such meetings.

You should consult your supervisor if you require leave to attend any other union meetings.

APPLYING FOR UNION LEAVE

You should make application for union leave to your supervisor, enclosing the official notice of the meeting. Application is then forwarded to the Director of Human Resources for approval.

You should give at least seven days notice of your intention to avail of union leave.



Other Services

— Western Health Board

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JURY SERVICE

If you are called for jury service, you will be excused from attending provided you submit a letter of excusal from the Chief Executive Officer.

On receipt of a jury summons, it is necessary to complete and submit it to the Director of Human Resources. The excusal letter will then be sent directly to the Court Registrar.

PUBLIC HOLIDAYS

As a permanent employee, you are entitled to all public holidays. If you are required to work on a Public Holiday, you are entitled to double pay, plus time in lieu.

In accordance with the Organisation of Working Time Act, 1997, if you are employed in a temporary part-time capacity, you must have worked forty hours in the five weeks preceding the public holiday to become eligible for payment.

The Public Holidays are:

- New Year's Day
- St. Patrick's Day
- Easter Monday
- First Monday in May
- First Monday in June
- First Monday in August
- Last Monday in October
- Christmas Day
- St. Stephen's Day

If you are employed in a job-sharing capacity, and working a week-on/week-off rota, you will receive one-tenth (1/10th) of a fortnight's pay each time a public holiday falls on a week on which you were not rostered to work.

Good Friday is not a public holiday.

FREEDOM OF INFORMATION

The Freedom of Information Act, 1997 came into effect on 21st October, 1998.

From that date, you have certain legal rights to:

- Access official records held by Government Departments or other Public Bodies, e.g. Health Boards and Local Authorities.
- Have personal information amended where such information is incomplete, incorrect or misleading.
- Be given reasons for decisions taken by Public Bodies that affect you.

PARTNERSHIP IN THE HEALTH SERVICE

For many years, formal and informal arrangements have existed which provided for partnership approaches to the resolution of difficulties and also for representation of certain staff interests on health boards and other boards of management.

Today's health service operates in a very complex and demanding environment. Change is happening all around us on a daily basis but a partnership approach can provide a positive framework for the management of change.

Services provided can continue to be developed and improved, with enhanced partnership between management and staff.

KEY PRINCIPLES TO THE PARTNERSHIP APPROACH

- Quality in the delivery of health and social services.
- Opportunities for staff to be involved in and contribute to meeting organisational challenges, strategies and plans.
- Skills development and training.
- Co-operation with change including new forms of work organisation and/or service delivery including the effective use of new technology.
- Equal opportunities including combination of family and work responsibilities.
- Enhancing the quality of the work environment.
- Re-organisation of conventional structures or approaches to service delivery.
- Effective management of people at all levels and performance review.
- Communication and consultation.

Check with your Line Manager for details of your Local Partnership Group.

CORPORATE LEARNING AND DEVELOPMENT

The Western Health Board recognises its employees as its greatest resource. To that end, the Board is committed to the Development of its employees as an integral part of its strategy towards the achievement of organisational objectives.

Learning and Development is an ongoing process aimed at meeting changing organisational needs, enhancing job performance and promoting individual growth. The ultimate aim of all learning and development activities is to enable the Board's employees to provide the best possible service to the population within the Board's functional area. Participation in appropriate learning and development activities is strongly encouraged and employees are also encouraged in taking an active role in identifying their own development needs. Line Managers also have a key role in identifying and supporting employee learning and development needs.

The Corporate Learning and Development Section supports a broad range of learning activities on a regional basis. Corporate Learning and Development organises a broad range of internally run courses and learning events, supports attendance by employees at relevant seminars and conferences and also provides support to employees wishing to pursue courses of Formal Academic Study. Information regarding the range of opportunities available, levels of financial support to facilitate Formal Academic Study and study leave arrangements may be accessed through Corporate Learning and Development Section or Line Managers.

Prior to making an application for a course, employees should consider very carefully its relevance to their work and its benefit to themselves. Employees should discuss their learning and development needs with their Line Manager and discuss with them the particular suitability of the learning or training event they are interested in. All applications for courses must be discussed with and recommended by your Line Manager. The appropriate application forms for the different types of learning events are available through your Line Manager. In order to maximise the benefit of leaning events, employees are expected to share relevant information from courses and events with their colleagues upon their return to the workplace.

SUPERANNUATION

Definition

Superannuation may be defined as a retirement benefit scheme which applies to pensionable staff of Health Boards and Local Authorities.

Statutory Basis

The rules, regulations and guidelines governing superannuation are contained in a number of Government Acts and Statutory Instruments. The majority of provisions relating to superannuation have been consolidated into one scheme, the Local Government (Superannuation) (Consolidation) Scheme, 1998.

Superannuation Schemes

The superannuation schemes are contributory, i.e. superannuation contributions are deducted at source from basic pay and other pensionable earnings, e.g. weekend and night duty premiums. A pensionable staff member to whom Class A P.R.S.I. applies is subject to the following superannuation contributions.

1 1/2% of full pensionable pay	<u>Plus</u>
3 1/2% of (pensionable pay less twice Contributory Old Age Pension rate)	

A further contribution is deducted in respect of the Spouses' and Children's Contributory Pension Scheme.

Superannuation Benefits

The main superannuation benefits are:

- Pension and Lump sum in the event of Retirement.
- Death Gratuity in the event of Death in Service.
- Spouses' and Children's Pension payable to surviving spouse and eligible children.

Factors which Determine Amount of Benefits

- Basic Salary.
- Pensionable Emoluments, i.e. Other pensionable payments such as weekend and night duty premiums.
- Reckonable Service, i.e. No. of years worked (a minimum of 5 years service is required for Lump sum and Pension purposes).

When Benefits are Payable

Retirement Pension and Lump sum are payable on retirement. Compulsory retirement age is 65 years but an individual may retire on voluntary age grounds at any time after attaining age 60 years (55 in certain cases). In addition persons retiring on grounds of permanent infirmity are not required to satisfy the age requirements, but must be certified as permanently incapable, on medical grounds, of carrying out the duties of their post.

Staff members who retire voluntarily (after 1st June 2002) before reaching age 60 years with at least 2 years reckonable service and do not transfer to another organisation to which the Local Government (Superannuation) (Consolidation) Scheme 1998 applies, may qualify for a preserved Lump sum and Pension at age 60 years, on written application by the individual at that time.

Calculation of Retirement Benefits

Subject to a minimum of 5 years reckonable service Lump sum and Pension are payable at the following rates for staff members who pay Class A P.R.S.I.

Lump sum: Three-eightieths ($3/80$) of pensionable pay for each year of service.

Pension: One-eightieth ($1/80$) of (pensionable pay less twice Contributory Old Age Pension rate) for each year of service.

Pension is paid for the remainder of one's lifetime and is increased in line with pay increases for previous grade.

Death in Service Benefits

A Death Gratuity is payable to the legal personal representative of a staff member who dies in service, the amount of which is the greater of:

- (1) One years pay or
- (2) The Lump sum that would have been paid if the staff member had retired on infirmity grounds at the date of death.

A pension is payable to a surviving spouse and/or dependent children, provided the staff member had been a member of the Spouses' and Children's Scheme.

Spouses' and Children's Pension Scheme

The Spouses' and Children's Pension Scheme provides for payment of a pension to the surviving spouse and any dependant children of a staff member who dies in service or after retirement on a pension/preserved pension.

The Scheme applies automatically to any staff member, male or female, appointed to a pensionable post on or after 1st January 1986. Persons appointed prior to that date received an option to join the Scheme.

A dependant child is a child under 16 years of age, or, if receiving full time education or training, under 22 years of age.

Refunds of Superannuation Contributions

A refund of superannuation (less income tax deductions) may be applied for by a staff member who resigns (after 1st June 2002) with less than 2 years reckonable service, and does not transfer to further employment to which the Local Government (Superannuation) (Consolidation) Scheme 1998 applies.

Grounds of ill Health

Staff may apply to retire on grounds of ill health. In this instance they will be referred to the Occupational Health Department. Following this if they are deemed permanently unfit for duty they will be allowed to retire under the terms of the Superannuation Scheme.

LIBRARY SERVICES

There are four library and information service points throughout the Board. All staff are welcome to use this support service. There are five main information resources in each of these libraries. a) Books, b) Journals, c) Reports, d) Databases and e) access to the Internet.

The library service since its inception three years ago has begun to build up a best practice core collection of the above resources.

- a) Most books can be borrowed for one to two weeks at a time depending on the particular item and demand for it. An electronic catalogue of the books in our collections will become available in late 2002.
- b) Within the W.H.B. the journals of each library are shared. W.H.B. libraries also form part of a co-operative of all the healthcare libraries in Ireland. W.H.B. journals are available for self service photocopying and individual articles can be requested by phone, post, fax or e-mail.
- c) Official publications of the E.U., Irish Government Departments, Health Boards and other organisations are available for consultation at each of the Board's Libraries.
- d) A suite of the most comprehensive healthcare databases is now available on a Board-wide basis. It is intended that all healthcare staff, students and most of the Boards' joint partnership organisations will have access to Medline, Cinahl, Cancerlit, Healthstar, etc. Training will be provided on their usage.
- e) The Internet will provide the backbone of the service as it will host many of the above mentioned databases as well as providing a portal to the library catalogue and enable subject gateways e.g. oncology to be accessed. A one day training course will be provided on the Internet's use in providing reliable Healthcare information.

The central library headquarters is part of the Education Centre at Merlin Park and it is open 9.30am – 1.00pm and 2.00pm – 5.00pm Monday – Friday. Telephone no. 091-775327/775427, Fax. 091-779655, E-mail library@whb.ie

The Castlebar campus Healthcare library also supports students of the new Institute as well as all W.H.B. staff in Co. Mayo. It is open from 10.00am – 5.00pm Tuesday, Thursday & Friday. It is open from 10.00am - 8.00pm on Monday & Wednesday (including lunch hour). Telephone no. 094-42635. Within Mayo General hospital use ext. 2661. Fax no. 094-29027 E-mail LibraryServicesMayo@whb.ie

Library facilities at Portiuncula Hospital and Roscommon Hospital hours of opening are under review.

Please ring the central library headquarters at 091-775427 for the finalised hours of service.

USEFUL INFORMATION

Adult Literacy

• County Galway

Teresa Gilligan,
West Galway Adult
Learning Centre,
Kilrainey Shopping
Centre, Moycullen,
Co. Galway.
Phone: (091) 555877

Neasa de Bhalis,
Ionad Foghlama Iarthar
na Gaillimhe,
F/ch An Seanscoil,
An Trá Bháin,
Leitir Móir,
Co. Na Gaillimhe.
Guthán: (091) 551912

Sheila Donnellan,
East Galway Adult
Learning Centre,
Haverty Adult
Education Centre,
Abbey Street,
Loughrea, Co. Galway.
Phone: (091) 847850

Catherine McDonagh,
North Galway Adult
Learning Centre,
Tuam Social Services
Centre, Tuam,
Co. Galway
Phone: (093) 26609

Mr Frank Monaghan,
Galway Adult Literacy
Group, Prospect Court,
Prospect Hill, Galway.
Phone: (091) 567660

• County Mayo

Alice Campbell,
North Mayo Basic
Education & Literacy
Service, “53 Rouses 53”,
Pearse St., Ballina,
Co. Mayo.
Phone: (096) 71652

Nicholas O’Kelly
South Mayo Basic
Education & Literacy
Service, Neale Rd.,
Ballinrobe, Co. Mayo.
Phone: (092) 41117

Geraldine Walsh,
North West Mayo Basic
Education & Literacy
Service, Adult Literacy
Office, Teagasc Building,
Shore Rd., Belmullet,
Co. Mayo.
Phone: (097) 82981

Pauline McDermott
West Mayo Basic
Education & Literacy
Service, C/O Chamber
of Commerce Building,
Spencer St., Castlebar,
Co. Mayo
Phone: (094) 38038

Marian Cusack
East Mayo Basic
Education & Literacy
service
Adult Education Centre
Swinford, Co. Mayo
Phone: (094) 51928

• County Roscommon

Breege Fullham
Roscommon Town
Roscommon
(0903) 27886

Margaret Fawcett
Ballaghadereen Adult
Literacy Group
Ballaghadereen
County Roscommon
(0907) 61565

Libraries

Galway Library
Hynes Buildings, Galway
091-561666

Mayo Library
The Mall, Castlebar
Co. Mayo
094-24444

Roscommon Library
Abbey Street
Roscommon
0903-37270

Colleges

National University of
Ireland, N.U.I., Galway
091-524411

Galway Mayo Institute
of Technology
Dublin Road, Galway
091-753161

STAFF INVOLVEMENT IN SERVICE PLANNING

Increasingly the Chief Executive Officer and Management are involving staff in shaping the Service Plan. The reason is obvious; people delivering care and giving service at the “frontline” have valuable ideas on how things can be improved.

Everyone who works in the Board has a stake in continuously improving our performance and reputation and the public’s confidence in us.

As well as looking for opinions from staff through the professional, support, administrative, groupings etc., it is clear that Service planning will benefit from consultation with the teams that deliver care. These teams are interdisciplinary (doctors, nurses, porters, housekeepers, caterers, security, etc.). What all of the team members have in common is their focus on the patient/client/consumer/user they serve and this is why consulting with such teams is seen as the way forward.

When these teams meet, along with the relevant manager and perhaps a facilitator, they will advise on the answers to the four main quality questions for the upcoming year:

- What do we need to do MORE of?
- What new things should we do?
- What should we do LESS of or even stop doing?
- What should we do in a different way?

The MORE/NEW/LESS/DIFFERENT questions will help staff and teams to identify opportunities for improvement. These opportunities include those that depend on help from outside (such as funding) and also those opportunities that staff can work on themselves by adjusting the way they use the resources already available.

Service Planning – everybody’s business!

Western Health Board Merlin Park Galway Ireland
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