**Absence Protocol: what should you do if you unexpectedly fall ill?**

**Reporting sick**

* You should report sick (by telephone) to your manager yourself, as soon possible and always before 9 a.m. If you get your manager’s voicemail, leave a message, stating the number you can be reached on. You can also send a WhatsApp message. Your manager will then contact you the same day.
* Always notify a colleague of your absence as well, before the scheduled start of your workday. Discuss with your colleague whether someone should take over work from you or cancel appointments.
* Your manager will inform the colleague responsible for recording absence that you have reported sick. Your manager may also inform ArboNed, our occupational health and safety service.
* ArboNed will contact you: you will receive a text message and/or email with the request to complete a brief digital questionnaire. Read more about this under the heading ‘First contact with ArboNed’.
* We will ask whether you have had an accident (during or outside working hours) that was caused by someone else and as a result of which you cannot work (temporarily).
* If your incapacity to work falls under the so-called safety net scheme, it is important that we report this to employee insurance agency UWV as soon as possible Examples are incapacity for work due to pregnancy or organ donation. If this applies to you, please indicate this when you call in sick. Please note: You do not have to let us know which safety net provision you fall under, only that you fall under a safety net provision.

**Reporting sick from abroad**

If you are reporting sick from abroad, the same rules apply as when you are reporting sick

in the Netherlands. If you fall ill during your holiday, report this immediately to your manager.

You also have to contact a local doctor as soon as possible to obtain a medical certificate. You must provide ArboNed with this certificate upon your return. This certificate includes the following information:

* The nature of the illness.
* How the illness developed.
* The prescribed treatment.
* A statement of medical incapacity to travel (if applicable).

You can make arrangements with your manager about writing off holiday days.

**First contact with ArboNed**

You tell your manager how you can be reached privately by telephone and email. After your report sick, ArboNed will send you a text message and/or email requesting you to complete a brief digital questionnaire. This gives the absence professionals at ArboNed insight into the cause of the absence and how long it is expected to last, and enables them to determine what actions need to be taken, such as an appointment with the (company) doctor.

If the digital questionnaire reveals that your absence will last longer, ArboNed will contact you by telephone or schedule an appointment with the (company) doctor. If more information is required, ArboNed will call you and/or send you an additional (digital) questionnaire.

**Contact with your manager**

If your absence lasts longer (we call absence of 6 weeks or more ‘long-term’), you and your manager will have regular contact. You will discuss the same topics as when you reported sick. Arrangements can be made about a (partial) return to work, arranging help for your recovery and on how often and in what way you and your manager should keep in touch.

Your manager can ask ArboNed to call you or someone can come and visit you when you are absent. If you are not staying at your usual address, either permanently or temporarily, then please advise your manager and ArboNed of this within 24 hours.

**Surgery and the company doctor**

If necessary, you will be invited to the ArboNed (company) doctor’s surgery. This appointment is mandatory and forms an important part of the absence management process, both for you and your manager.

During this appointment, the (company) doctor will talk to you about the reason for your absence. You are obliged to provide the (company) doctor with the necessary (medical) information, so that they can give an objective medical opinion. Based on this, ArboNed can issue a recommendation to you and your manager about your rehabilitation and help look at how we can best assist you with this. If required, the (company) doctor will contact your manager before giving their recommendation. That advice is called the Problem Analysis.

During the subsequent consultations, ArboNed evaluates the progress of the absence process and records it in a file. Both you and your manager will always receive feedback from ArboNed on the arrangements that have been made during this appointment. If you have any questions following the advice, please call our regular contact at ArboNed.

**With whom does the company doctor collaborate?**

The (company) doctor plays a central role in the absenteeism support. However, the company doctor can delegate certain tasks to other specialized professionals within occupational health services, including the occupational health practice nurse. This is referred to as task delegation. See: [arboned.nl/werknemer/taakdelegatie](https://www.arboned.nl/werknemer/taakdelegatie) (in Dutch).

Under the heading “Privacy” you can read how we handle your data.

Rescheduling or cancelling a surgery appointment

During your sickness absence, you cannot change your appointment; your manager does that.

* If you are unable to come to surgery, please contact your manager as quickly as possible to reschedule your appointment. Any reserved time will be charged, and may also be passed on to you as an employee.
* If you are physically unable to travel to this appointment, please contact your manager to find a solution together.
* If you have not received an invitation to a surgery appointment and you have since fully returned to work, please advise your manager of this. They will pass this on to ArboNed.

**Full or partial return to work**

The (company) doctor will advise you and your manager on the possible date on which you can return to work, either fully or partly. If you are unable to return to work on the agreed day, then please

* inform your manager immediately and make new arrangements.
* They will then inform ArboNed as quickly as possible.

Once you are able to return to work, please notify your manager. If you partly return to work, you will have to keep seeing the (company) doctor.

**Shared responsibility**

Under the Eligibility for Permanent Incapacity Benefit (Restrictions) Act, you and your manager share responsibility for your rehabilitation and your quick and responsible return to work. You work together on the activities required to achieve this, e.g. training, partial return to work and modifying your work.

You play an active role in this process. You do everything you can to ensure your recovery and you keep to the arrangements made with the ArboNed (company) doctor and your manager.

**Holidays**

If you want to go on holiday during your absence, you need permission from your manager. They can base their decision on ArboNed’s recommendation.

**Walk-in surgery**

You can contact ArboNed yourself about health matters and work, especially if you are not (yet) incapacitated for work. You can do this by

visiting the walk-in surgery.

Your manager will not be informed of this, unless you want this, give permission for it, and the (company) doctor thinks it is useful. Your visit to the walk-in surgery is also subject to medical confidentiality.

**Privacy**

ArboNed ensures that all sensitive data is kept safe from

unauthorised individuals. The privacy policy ([arboned.nl/privacy](https://www.arboned.nl/en/general-terms-and-conditions/explanation-of-arboned-privacy-statement)) sets out exactly who is allowed to inspect certain data, how long it is kept and how we ensure that unauthorised individuals cannot gain access to this information.

Medical information is accessible only to:

* the (company) doctor at ArboNed who is bound by professional confidentiality;
* possibly a deputy in their absence;
* and those who work under the direct responsibility of the (company) doctor, the task delegates. For more information on task delegation, see: [arboned.nl/werknemer/taakdelegatie](https://www.arboned.nl/werknemer/taakdelegatie) (in Dutch).

Under privacy legislation, your manager will not be given any detailed and/or medical information from ArboNed about your meeting with the ArboNed professional. However, your manager will receive information about your capabilities and limitations with a view to your rehabilitation.

In some situations, the (company) doctor may wish to provide your manager with certain information, such as notifying them of limitations you may have that require your work to be modified. In that case, ArboNed will always first ask your permission.

Go to [arboned.nl/privacy](https://www.arboned.nl/en/general-terms-and-conditions/explanation-of-arboned-privacy-statement) for further information on who has access to your information and what information your manager can request.

**Further information**

For further information on the absence protocol or your absence from work, please speak to your manager.