

The Rotunda Hospital

Human Resources

Manual



Foreword

Head of Human Resources and People Development, Johanne Connolly

Welcome to the Rotunda HR Department's Manual. This manual is intended to aid staff within the Rotunda Hospital about the general information on the tasks and activities of the HR functions.

These above pillars service all our employee requirements of the Rotunda Hospital in supporting its mission. As a Voluntary, Section 38 Hospital, which is predominantly funded by the Health Service Executive (HSE), we are bound to the HR circulars in relation to pay and environment.

We do intend to update this periodically. If any gaps are identified, please feel free to get in contact with the department.

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Version Control

Version	Update
1 – February 2024	New manual – Compiled by Triona Quinlan & Cathy Ryan

Table of Contents

Human Resources

Overview	5
HR Department.....	5
HR Operations.....	6
Policies & Procedures	10
HR Forms Impacting Pay	21
Welcome to Employee Engagement at the Rotunda Hospital	24
Communications.....	25
Recognising and Rewarding	26
Professional Development - Training and Development.....	27
Mandatory Training (Non Clinical).....	28
Q-Pulse – Policies and Procedures.....	29
Wellbeing and Health	30
Empowering our People.....	31
Building a Culture	32
Connectivity – Meaningful Relationships	33

Overview

The HR is made up of four constituent areas:



HR Administration

HR Services and Administration, Policies and Procedures



Recruitment and Selection

Employee Sourcing, Screening, Interviewing



Resource Management

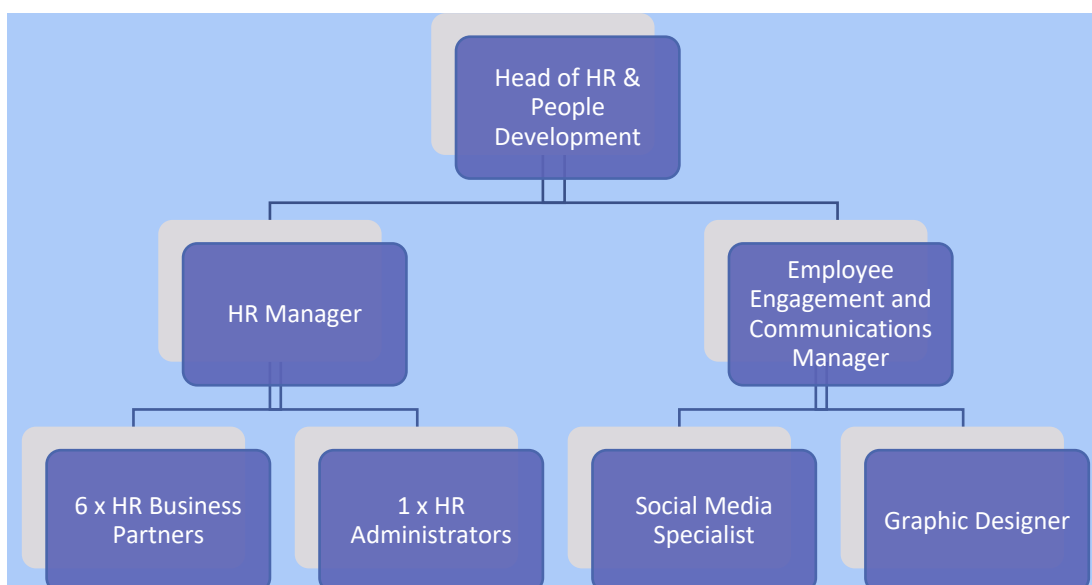
Workforce Planning, Employment Control



Employee Engagement

Communications, Training and Development, Wellbeing

HR Department



HUMAN RESOURCES OPERATIONS



Overview

HR Operations provides a range of information to guide all Rotunda employees in their work. Taking the time to become familiar with this Manual's contents will help employees to understand:

- The Rotunda as an organisation and as their employer.
- The policies and agreements surrounding their employment.
- What they can expect from colleagues and what colleagues expect from them.
- How they can raise a concern or grievance.
- Communication and consultation policies and procedures.
- How to seek guidance on accessing information relating to terms and conditions of Employment i.e. annual leave, statutory leave, pay and pension.

Target Users

All Rotunda employees.

First Point of Contact

The employee's line manager will be able to help with most questions or direct them to the appropriate area.

HR Operations

The HR Operations Team is always on hand to discuss any query you may have in relation to your employment.

Contact: hr@rotunda.ie

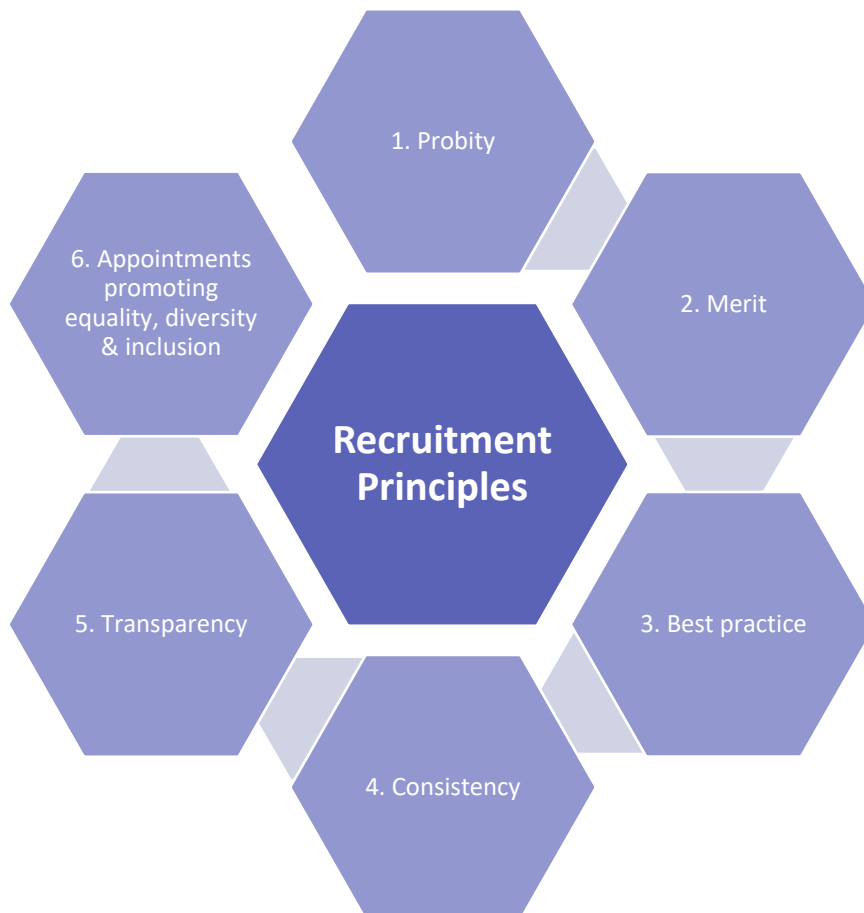
HR Operations opening hours:

Monday to Thursday, 9am to 5pm

Friday, 9am to 3pm

Recruitment and Selection:

Recruitment Principles



Interviewing Guidelines

The purpose of these guidelines is to provide an overview of the interview process within The Rotunda Hospital. This should be used as a source of reference to assist management and staff who are involved in interviewing and indicate the key considerations which need to be taken into account by those participating on interview panels. As an interview is a controlled conversation with a purpose, it is necessary to collect as much information as possible by measuring each candidate against a pre-determined criteria.

The guidelines outline the legislative obligations/considerations of the hospital and what is involved at the various stages of the interview from the pre interview stage to closing the interview. These guidelines are applicable to interviews onsite, by phone, taped or video interviews (Zoom or Skype).

Interview Guidelines (HR-GEN-014) available on Q-Pulse

Resource Management – Workforce Planning, Employment Control

Workforce planning is a process undertaken to ensure that there are sufficient staff available at the right time, with the right skills, diversity and flexibility, in the right place, to deliver high quality care to meet the needs of individuals and communities.

It is a fundamental planning tool critical to quality performance; it contributes to the achievement of health systems goals by providing a basis for justifying budget allocation and workload staffing levels and it offers the opportunity to strategically anticipate workforce changes.

Workforce Planning:

Objective:

1. To ensure the Rotunda Hospital has sufficient employees with the correct competencies to meet service level needs.
2. To compete for high performing employees with effective recruitment strategies and efficient recruitment processes.
3. To maintain Q-Pulse training module for scheduling, recording attendees and reporting employee training activity.
4. To provide trend analysis data to support managers to make timely and efficient business decisions.

Employment Control

Objective:

1. To maximise service provision and provide value for money in the use of our human resources in The Rotunda Hospital while still containing expenditure within pay funding envelope allocated each year
2. To develop and support the Rotunda Hospitals staffing resources in accordance with the HSE's Employment Control Framework (Circulars 001/2009, 015/2009, 001/2010 and 002/2011) and the Hospital's Service Plan and Budget
3. To act as a forum to review the Hospitals Key Performance Indicators as they pertain to Employment Control
4. To promote awareness and ownership of effective and efficient management of Human Resources in the Rotunda Hospitals
5. To bring to the attention of the Executive Management Team potential risks arising from Human Resource challenges as they arise and to make recommendations on their management
6. To review and monitor the Human Resource Corporate Risk Register Data
7. To establish, where necessary, working groups to address specific Employment Control issues at department or Hospital level

8. To oversee the development of a Hospital Manpower Plan
9. To encourage local talent management initiatives and promote Hospital wide succession planning

Funding:

The hospital is predominantly funded by the Health Service Executive (HSE). Funding can also be sourced/provided by the following:

- Cervical Check
- NTPF (National Treatment Purchase Fund)
- NWIHP (National Women and Infants Health Programme)
- Other hospital (charge back)
- Rotunda Foundation

Policies & Procedures

Overview

HR Policies and Procedures are imperative to the management of a fair and positive working environment. Policies and Procedures set out entitlements to employees and obligations on both employer and employee to work within policy. Procedures set out within each policy will demonstrate how to work with the policies.

This section aims to:

- Outline the employer's responsibility to the employee to ensure a positive working environment and employee experience
- Create awareness of the conduct and behaviour expected of all employees
- Share where to find more information on policies and procedures in the Rotunda

The list below (from Q Pulse) is a list of Policies and Procedures.

HR-GEN-002	Grievance Policy
HR-GEN-003	Disciplinary Procedure
HR-GEN-004	Garda Vetting Policy
HR-GEN-005	HR-GEN-005 Career Break Policy
HR-GEN-005-F	HR-GEN-005-F Career Break Request Form
HR-GEN-007	Force Majeure Policy
HR-GEN-007-F	HR-GEN-007-F Force Majeure Application Form
HR-GEN-008	Parental Leave Policy
HR-GEN-008-F	HR-GEN-008-F Parental Leave Application Form
HR-GEN-009	Carer's Leave Policy
HR-GEN-009-F	HR-GEN-009-F Carer's Leave Application Form
HR-GEN-010	Compassionate Leave Policy
HR-GEN-010-F	HR-GEN-010-F Compassionate Leave Application Form
HR-GEN-011	Adoptive Leave Policy
HR-GEN-011-F	HR-GEN-011-F Adoptive Leave Application Form
HR-GEN-012	Paternity Leave Policy
HR-GEN-012-F	HR-GEN-012-F Paternity Leave Application Form
HR-GEN-013	Tobacco Free Campus Policy
HR-GEN-014	Interview Guidelines
HR-GEN-016	Educational Assistance Policy and Procedure
HR-GEN-017	HR-GEN-017 Time and Attendance Policy
HR-GEN-021	HR-GEN-021 Probation Policy and Procedure
HR-GEN-023	Corporate Dress Code Policy
HR-GEN-024	Corporate Induction Policy
HR-GEN-025	Maternity Leave Policy
HR-GEN-025-F	HR-GEN-025-F Maternity Leave Application Form
HR-GEN-027	HR-GEN-027 Return to Work Interview Form
HR-GEN-028	Staff Probation Assessment Sheet
HR-GEN-034	Rotunda Working Experience Questionnaire
HR-GEN-036	Trust In Care
HR-GEN-038	Substance Abuse Policy
HR-GEN-039	Procedure for Managing Substance Abuse
HR-GEN-040	Procedures on Protected Disclosures
HR-GEN-044	Dignity at Work Policy
HR-GEN-046	HR-GEN-046 Public Service Sick Leave Scheme
HR-GEN-047	Blended Working Policy
HR-GEN-047-F	HR-GEN-047-F Blended Working Application Form

Below is an overview of some of the most queried policies, Managing Attendance, Sick Leave, Dignity at Work and Disciplinary.

Managing Attendance Policy and Procedure

In so far as possible, the Rotunda is committed to maintaining the safety, health and welfare of employees while at work and doing all that is reasonably practicable to assist employees who are absent from work due to injury or ill health to return to work at the earliest possible date.

The Rotunda will also do all that is reasonably practicable to assist employees to remain at work by enhancing supports such as Workplace Health and Wellbeing Services, rehabilitation, injury prevention, integrated collection of incident and accident data and increased employee awareness of the operation of the policy. Guidelines on managing attendance have been published and are designed to clarify the responsibilities of line managers, employees and support services (i.e. Workplace Health and Wellbeing Unit) in the management of attendance. Further information on the Managing Attendance Policy and Procedure is available at Q Pulse

Overview of Sick Leave Policy

Self-certified sick leave

You may be granted up to a maximum of 7 days self-certified paid sick leave (pro rata for part time employees) in a rolling 24 month period. This means you do not have to submit a medical certificate if your sickness absence is not more than 2 consecutive days (unless you are specifically requested to do so). When you return to work, you must meet with your manager and fill out a return to work form.

Certified sick leave

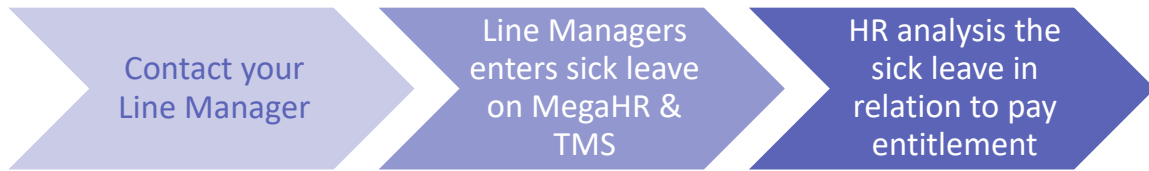
Certified sick leave is when your GP says you are too unwell to work. They will give you a medical cert. The cert will show the number of days your GP thinks you need to be off work to recover. This is known as medically-certified sick leave. You must submit a medical cert to your manager if your absence is more than 2 consecutive days.

Ordinary sick leave

The maximum paid sick leave is 183 days in a rolling 4-year period. Sick pay at full, half, and Temporary Rehabilitation Remuneration (TRR) rates count towards this. If you do not exceed the 183-day threshold, you are entitled to:

- 92 calendar days (3 months) on full pay in a rolling 1-year period
- 91 calendar days (3 months) on half pay in a rolling 1-year period (this applies when you reach the full-pay threshold)

Reporting sick leave process:



When on sick leave you must understand the implications of Illness Benefit. These implications are set out below:

Illness Benefit Information

Your wellbeing is our priority. We want to ensure that you have the support you need should you get ill. Here's what you need to know about claiming illness benefit.

Since 1st January 2024, Illness Benefit and Injury Benefit is not paid by the Department of Social Protection (DSP) for the first 5 days of illness or injury in the calendar year .i.e. January to 31st December. This is due to changes in the Statutory Sick Pay (SSP). From 1st January 2024 the number of Statutory Sick Leave days increases to 5 days. Rotunda employees are covered by the Public Service Sick Leave Scheme, which is a more beneficial scheme. Illness benefit is not payable where an employee is receiving payment for Statutory Sick Leave (5 days). Further information and examples of calculation is available on

www.gov.ie/en/publication/8c924-illness-benefit-and-statutory-sick-leave-in-2024/#examples

What is Illness Benefit?



Illness Benefit is a program designed to provide financial support to employees during illness or disability. It a weekly payment that you may get if you cannot work because you are ill? The entitlement to Illness Benefit is determined by the Department of Social Protection and is dependent on your PRSI contributions paid. You may not have an entitlement to Illness benefit if you are already in receipt of a social welfare payment, eg. Widow's pension

Who is eligible or can avail of Illness Benefit?



- Rotunda Hospital employees excluding "D" PRSI Class employees
- You are at least 16 and under 66 years of age
- You have been certified as unfit for work
- You have enough PRSI Contributions

How to Apply?



1. Inform your immediate line manager as soon as you are aware of your illness
2. Contact your doctor who will then submit your medical certificate electronically to Department of Social Protection. Forward your medical certificate to your line manager.
3. Log on to mywelfare.ie to complete the information required. The benefit will be paid directly to you.
4. It is the responsibility of Line Management to ensure that the absence is inputted on both MegaHR & TMS. Finance process information from MegaHR/TMS and deductions are applied from the 4th day onwards. You will see deduction of Illness Benefit as "IB paid to employee" on your payslip.
5. Note: You must claim Illness Benefit within 7 days of becoming ill

Resources?



www.gov.ie/illnessbenefit

For any questions or assistance, contact HR@rotunda.ie or Rotundapayroll@rotunda.ie



Dignity at Work Policy

We aim to uphold a culture of Dignity and Respect in the Workplace. Every employee is valued for their contribution. The Rotunda is an equal opportunities employer and is committed to treating its employees equally irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race and membership of the Traveller Community.

The Rotunda recognises the right of all employees to be treated with dignity and respect and is committed to ensuring that all employees are provided with a safe working environment, which is free from all forms of bullying, sexual harassment and other forms of harassment. This policy is designed to protect employees regardless of whether the bullying, sexual harassment or harassment is carried out by a colleague, service user, and member of the public, business contact or any other person with whom an employee may come into contact with during the course of their work.




There is a strong preventative focus within this policy and all employees, regardless of their position, have a responsibility to treat their colleagues with dignity and respect and to maintain a working environment where bullying and harassment are not tolerated and diversity is valued. Where complaints of bullying, harassment or sexual harassment occur, the policy aims to ensure that all parties will be treated with fairness, sensitivity, respect and confidentiality and with due regard to the rights of all parties, using both informal and formal procedures.

It is mandatory for all employees to complete “The Dignity at Work' e-Learning programme” on www.hseland.ie. This training must be completed within one month of joining the Rotunda. All employees are required to complete the training every three years.

Further information on the Dignity at Work Policy and Procedure (HR-GEN-044) is available on Q Pulse.

We commit to creating an inclusive environment where everyone feels heard, acknowledged and treated with upmost respect.

Process Flow for Dignity at Work Policy:

<p>Informal procedure Stage 1</p> 	<p>Employee who is subjected to offending behaviour (complainant) can seek advice from Support Contact Person, supervisor/manager, HR, Occupational Health, trade union.</p> <p>Complainant can approach the alleged perpetrator, or ask an appropriate manager to do so. The alleged perpetrator should be told that their behaviour is causing offence, and should stop. If asked to help, the manager should respond promptly, and try to resolve the matter locally, meeting individually or jointly with the parties, and encourage mediation.</p> <p>Manager should record actions, and monitor for reoccurrence. If the matter is not resolved, the complaint should proceed to preliminary screening.</p>
<p>Preliminary Screening</p> 	<p>Management should obtain details of the complaint from the complainant. If it is not in writing, management should make a written account, for sign off by the complainant.</p> <p>HR will undertake preliminary screening, responding within 7 working days, and informing management and the complainant whether the alleged behaviour meets the definition of bullying, harassment or sexual harassment. Where definitions are not met, HR should advise on alternative mechanisms to address the complaint and liaise with management to ensure proactive, timely progression of such procedures (e.g. Grievance). Management will engage with the complainant on appropriate course of action. The parties should be encouraged to participate in mediation, as appropriate.</p> <p>If complaint meets definitions, complaint may progress to informal procedure stage 2.</p>
<p>Secondary Informal Procedure Stage 2</p> 	<p>Management should identify an appropriate manager to act as Nominated Person (NP) and deal with the complaint in the next stage. Management should inform the parties that the complaint is moving to this stage, and provide information on the role and identity of the NP. Management should provide the alleged perpetrator with a copy of the complaint.</p> <p>The NP should engage with the complainant and the alleged perpetrator and seek the alleged perpetrator's response to the complaint, verbally or in writing. The NP should engage with both parties to provide relevant information, identify facts, context and try to agree a course of action, encouraging option of mediation, over one or more meetings, operating flexibly and responsively in trying to resolve the complaint. The NP should keep brief records. Line management to monitor for reoccurrence.</p>
<p>Formal Procedure Investigation</p>	<p>Where issues are unresolved, management may determine that the matter progresses to an investigation. The Investigation Commissioner (IC) manages this procedure, drawing up Terms of Reference, procuring the investigator(s), and engaging with the parties²¹.</p> <p>The investigator(s) will interview the parties and witnesses and complete a draft report on which the parties may comment within 10 working days.</p> <p>The final report is sent to the IC. The IC will send the report to the parties, inviting comment including on any procedural concerns, within 10 working days.</p> <p>Appropriate senior manager will consider the responses obtained, and determine the appropriate actions depending on the outcome of the investigation.</p> <p>Records are kept and monitor for reoccurrence.</p>



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Grievance and Disciplinary Procedures

This section aims to:

- Explain what a grievance is.
- Provide information on where to go for information about how to make a complaint under the grievance procedure and how to make an appeal if dissatisfied with an outcome.
- Provide an understanding of the disciplinary procedure for employees.

Grievance Procedure

The Rotunda is committed to promoting and maintaining good employee relations and gaining the commitment and supporting the morale of all employees. The purpose of the grievance procedure is to enable employees to raise any complaints concerning work related matters so that the issue may be addressed promptly and as close as possible to the point of origin without disruption to service users. It establishes a process for employees to express and resolve concerns or grievances in relation to their employment in a fair and equitable manner. The policy aims to resolve all grievances satisfactorily and outlines the different stages of the process beginning with informal discussions and progressing to formal procedures if needed.

More information on grievances, the scope of issues covered and the Grievance Procedure (HE-GEN-002) are available on Q Pulse.

Process Flow for Grievance Procedure:



Grievance Procedure Stage 1- 4

	STAGE 1	STAGE 2	STAGE 3	STAGE 4
Complaint Address By	Team leader appropriate	Next level of management	HR Department	Third Party
Meeting Held	Within 7 working days			Date allocated by 3rd party
Accompanied	✓	✓	✓	✓
Decision/Outcome	Decision will be conveyed in writing within 7 working days			As defined by the 3rd party

Disciplinary Procedure

The Rotunda expects good standards of conduct and work performance from all of its employees. Should employees fall below these expected standards they will have a fair opportunity to resolve the problem.

The purpose of this disciplinary procedure is to ensure that all employees adhere to the required standards by making them aware of any shortcomings and identifying how the necessary improvements can be achieved.

The aim is to ensure prompt, consistent and fair treatment for all employees and to assist in enabling both the individual and the Rotunda to be clear about the expectations of both parties.

The following principles underpin the disciplinary procedure:

- Every effort will be made by the employee's immediate line manager to address shortcomings in work standards, conduct or attendance through informal counselling without invoking the disciplinary procedure.
- While the disciplinary procedure will normally be operated on a progressive basis, in cases of serious misconduct the line manager may bypass stages one, two and three of the four stage procedure.
- No decision regarding disciplinary action will be made until a formal disciplinary hearing has been convened and the employee has been afforded an opportunity to respond.
- The employee will be advised of their right to be accompanied by a work colleague or trade union representative at any meeting under the formal disciplinary procedure.
- The employee will be advised in advance of the disciplinary hearing of the precise nature of the complaint against them, and will be given copies of any relevant documentation.
- The employee will be afforded the opportunity to state their case and challenge any evidence that may be relied upon in reaching a decision.
- An employee may appeal the outcome of the disciplinary hearing.

More information on the Disciplinary Procedure (HE-GEN-003) are available on Q Pulse

Workflow Process

- A. Informal Counselling
- B. Formal Disciplinary Process

Stages of Disciplinary Process

Stage 1: Oral Warning

Stage 2: Written Warning

Stage 3: Final Written Warning

Stage 4: Dismissal or action short of dismissal

	STAGE 1	STAGE 2	STAGE 3	STAGE 4
Employee	Work, conduct! attendance below requirement	Failure to make necessary improvements within time frame		Failure to meet required standards
Sanction	Written warning		Final written warning	Dismissal or action short of dismissal
Time frame	6 Months	9 Months	12 Months maybe extended	

HR Forms Impacting Pay

The below list of forms our forms that the employee is required to complete when requesting leave:

Actions	Forms Required	Form Number	Deadline for Submission to HR
Return to work			
Return to work from Maternity Leave	HR-GEN-025-F2	HR-GEN-025-F2	Minimum 4 weeks before return date
Return to work from Unpaid Leave	HR-FM-08	HR-FM-08	Minimum 4 weeks before return date
Return to work from Adoptive Leave	HR-GEN-11-F2	HR-GEN-11-F2	Minimum 4 weeks before return date
Maternity/Paternity/Parents/Parental/Adoptive Leave			
Paid/Unpaid Maternity Leave	HR-GEN-025	HR-GEN-025-F2	Minimum of 6 weeks
Adoptive Leave	HR-GEN-011	HR-GEN-011-F	Minimum of 4 weeks
Paternity Leave	HR-GEN-012	HR-GEN-012-F	Minimum of 4 weeks
Parental Leave	HR-GEN-008	HR-GEN-008-F	Minimum of 4 weeks
Parents Leave	PPGS-HR-12	PPGS-HR-12-F	Minimum of 4 weeks
Career Break			
Application for Career Break	HR-GEN-005	HR-GEN-005-F	Minimum of 3 months
Unpaid Leave			
Carers Leave	HR-GEN-009	HR-GEN-009-F	Minimum of 4 weeks
Special Unpaid Leave	HR-FM-09	HR-FM-09	Minimum of 4 weeks
Flexible Working			
Blended Working	HR-GEN-047	HR-GEN-047-F	Minimum of 4 weeks
Shorter Working Year	HR-GEN-048	HR-GEN-048-F	31st October of Previous Year
Leavers			
Leaver	HR-FM-10	HR-FM-10	Minimum of 4 weeks

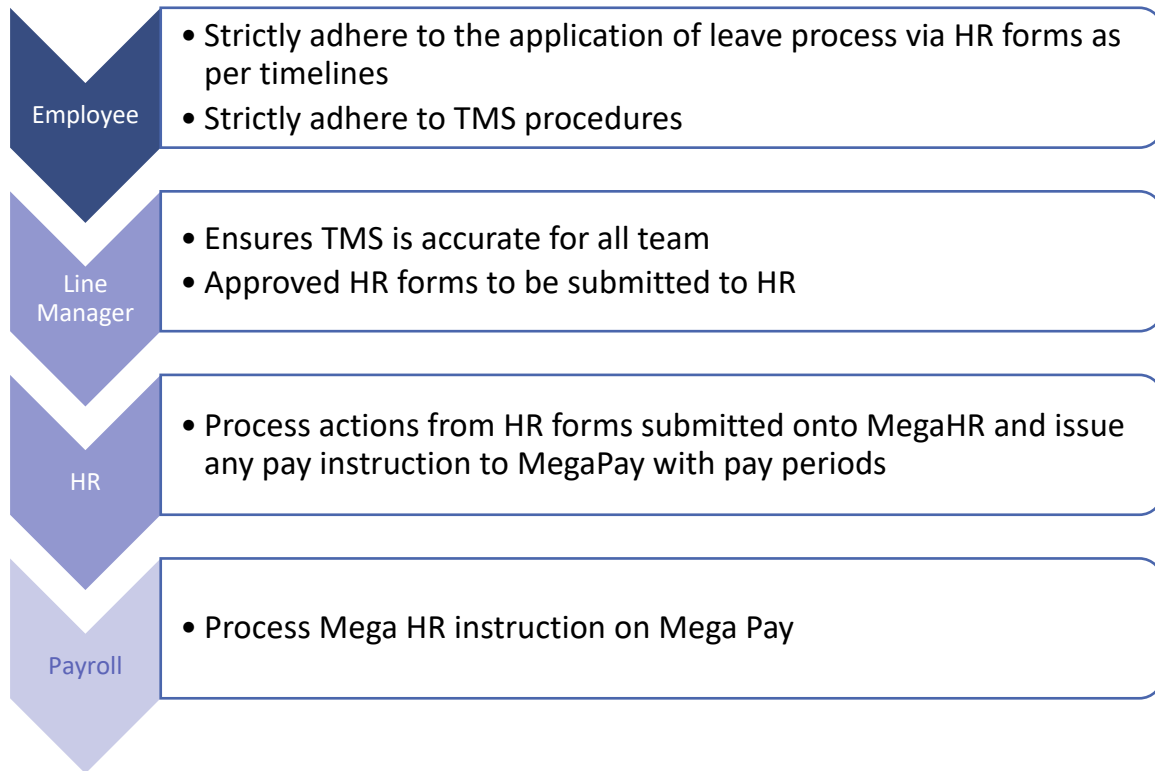
All of the above forms are available on the Rotunda Website, located in the Employee Hub section:

Employee Hub
HR Forms



<https://rotunda.ie/knowledgebase/employee-hub/>

HR process in relation to the application of leave impacting pay



Welcome to Employee Engagement at the Rotunda Hospital

The Rotunda Hospital

Employee Engagement



Introduction

The hospital has an Employee Engagement Plan 2022 – 2026. The plan sets out our drivers for employee engagement at the Rotunda Hospital which aligns with the Rotunda Hospitals Strategic Plan 2022 – 2025. The theme of Principle 4 in the hospitals strategy is about supporting and developing our staff. The hospital wishes to enhance its high performance culture and be an employer of choice by enhancing our employee's experience.

Below is an overview of some of the programmes and initiatives to support Employee Engagement.

- Communications
- Recognising and Rewarding
- Professional Development
- Q – Pulse Policies and Procedures
- Wellbeing
- Building A Culture
- Connectivity – Meaningful Relationships
- Empowering our People



Communications

Building on our programme of open and two way communications to ensure that our employees are informed, engaged and committed, we will listen and act on constructive employee feedback. Below is some ways we communicate:

- **Internal communications** – A communications email (communications@rotunda.ie) provides regular information on various staffing initiatives. The email can be utilised by employees to provide feedback
- We enjoy hearing **good news stories and showcase successes and** services of our colleagues. The communications team are happy to share appropriate content internally or on our social media platforms.
- **Employee Surveys** – We produce employee surveys and look forward to receiving feedback. The content of these surveys will enable us to take action based on findings and recommendations. This will be especially important for change management and for the Earl Relocation Project
- **Town Hall Meetings** - This is an opportunity to provide corporate updates and for colleagues to ask questions. The event is also a social opportunity to network, celebrate our successes and enjoy refreshments from our award winning catering department



Recognising and Rewarding

The hospital has an employee recognition programme to celebrate accomplishments and milestones services. Below is an overview of the programmes:

Employee Recognition Awards

What is it? A recognition by peers/colleagues for:

- Going above and beyond within their role
- Acknowledging acts of kindness to patients and colleagues

Who can be nominated? All Rotunda Hospital employees can be nominated by a colleague

What is the nomination process?

- There is one nomination per employee per month
- Employees may not self-nominate
- Nominations will only be accepted on the official ERP nomination forms (available on Q-Pulse)

What is the recognition? There is a quarterly award fund. Those awarded by the committee are awarded vouchers.

How do I nominate? Email the completed nomination form to the following email address (employeerecognition@rotunda.ie)

What happens next? The Employee Recognition Committee meet quarterly to review all submissions. The committee adjudicates who will be awarded. A certificate of achievement and a voucher will be awarded to recipients. All nominees receive a certificate of recognition and details of their nomination.

Long Service Milestone Celebration

- The hospital celebrates the milestone of 20 years' service. A celebration is held on Charter Day. Award recipients receive a certificate, a limited edition medal of service and a gift voucher.



Professional Development - Training and Development

As a teaching institution, The Rotunda Hospital acknowledges the importance of further education and lifelong learning. The hospital is committed to supporting continuous learning and development by encouraging employees to obtain job and career related educational qualifications as part of the hospital's overall programme of education, training and development.

We recognise that investing in our employees' growth and development will not only enhance job satisfaction and motivation, but also contribute to the overall success of the hospital, the care provided to our patients and employee experience.

Various training and continuous development and skill enhancement opportunities are available to our employees. This includes:

- **Corporate Induction** - Held onsite monthly. The duration is from 9:30am – 1pm. Details on dates, speakers etc. are distributed monthly
- The hospital has an **Educational Assistance Programme** that supports learners financially and grants leave for study and exams. The Educational Assistance Policy is available on Q-Pulse.
- **Educational Sponsorship** – This initiative provides opportunities for career development. Employees are encouraged to pursue continuing education and professional certifications that are relevant to your role and will meet the needs of service delivery. This is subject to funding availability. Small Print - We encourage employees to apply, however the hospital reserves the right to sponsor or decline any training or development activities. A shortlisting process will apply for funding.
- **Management and Leadership Development Programme** - Development Opportunities
- Comprehensive Employee Training options are available on **HSEland.ie** (Health Services) online learning and development portal. There is access to over 200 courses available enabling learners to develop and enhance new skills
- Opportunities to attend **conferences** and training
- **Performance Achievement (PA)** is the process used by HSE and the hospital to translate strategic plans into action. It enables you in collaboration with your

manager to set goals, monitor performance and receive feedback throughout the performance review cycle and to develop staff competencies and capabilities. Each line manager must have at least one Performance Achievement meeting with their team members/employee every year.



Mandatory Training (Non Clinical)

There is a requirement in accordance with job descriptions, contracts of employment and moral obligations to our patient and colleagues for all employees to undertake mandatory training. Below are some trainings that the hospital is required to return compliance %'s for all employees to the HSE and RCSI Hospital Group.

- Children's First (An Introduction to)
- Complaints Management
- Cyber Security
- Dignity in the Workplace (2022)
- Fire Safety – Training available
- GDPR
- Hand Hygiene (following the Induction you are now compliant for 2 years)
- Manual/Patient Handling – Training dates listed on Q-Pulse
- Making Conversations Easier

HSEland.ie

Some of these trainings can be completed on www.hseland.ie. You will need to set up your own user profile to access the courses.

Training Records

Your individual training records are recorded on Q-Pulse. For those who are unsure of their mandatory training record status, login to the system to see if you are fully compliant with your mandatory training and renewal dates.

Event History		
Completed Date: Between <input type="text"/> <input type="button" value="Apply"/>		
15/01/2023 <input type="text"/> 15/01/2024 <input type="text"/>		
Event Title	Completed Date	Renew By
Fire Safety	08/02/2023	08/02/2024
Infection Prevention and Control- Hand Hygiene	09/02/2023	09/02/2025
Sleep Talk with Tom Coleman	09/03/2023	
Effective Complaints Handling - stage 1 complaints	30/08/2023	30/08/2026
Cyber Security Awareness - hseland	06/09/2023	06/09/2024



Q-Pulse – Policies and Procedures

Q-Pulse is the hospitals document management system. All Clinical and Non-Clinical policies and procedures are located on Q-Pulse. They can be searched for in the “Document” module of the system.

System Access

Each employee will have their own individual user name and password. Your user name will be initial of your first name and surname. The password will be 1111 to login. You will be requested to reset it after your initial sign in.

System Support

If you require assistance on Q-Pulse, HCI Support Desk is 0818 424 999 or email support@hci.care Password reset for Q-Pulse is managed by Healthcare Informed (Q-Pulse vendor).

System Training

System Training is provided monthly on Zoom by Healthcare Informed. The training schedule is distributed monthly.



Wellbeing and Health

The hospital has a number of Wellbeing Programmes that support physical and mental wellbeing that you have opportunity to participate in:

- **Calendar of Events** - Clinical, National/International Days, Social Events, Training, Wellbeing
- Onsite **Pilates** (lunchtime)
- Special **guest speakers** on wellbeing topics (nutrition and sleep)
- Quiz's and **prize giveaways**
- **Health and Safety** Department provide guidelines on maintaining a safe work environment. They can be contacted on ext.: 1252
- **Occupational Health** Department play a vital role in maintaining the wellbeing of employees. Their key responsibilities include health surveillance, preventative measures, health education and promotion. Open Monday – Wednesday, contact bleep 875, Ext: 1730
- We offer **Flexible Working** Arrangements (Leave options available on Q-Pulse)
- **Employee Assistance Programme (EAP)** – Details outline below

Employee Assistance Programme (EAP) Services

Your confidential counselling service is available 24 hours a day, 365 days a year. If there's an issue that's been bothering you, a simple phone call or email could set you on the path to a solution that may ultimately change your life for the better.

Whatever the issue, you can call us day or night on

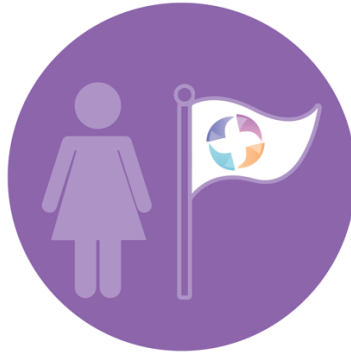
Freephone 1800 995 955

Or, if you'd rather, email us at

eap@vhics.ie

or, access your EAP Online Portal

www.vhi.healthhero.com



Empowering our People

The Employee Engagement Forum (Committee) was established in 2023. The purpose of this forum is to enhance employee engagement, satisfaction and overall well-being within the hospital. By fostering a positive work environment and addressing employee needs, the Employee Engagement Forum aims to improve employee morale, productivity and support employee retention.

The role of the Forum is to assist the hospital scope and develop employee engagement strategies that influence and shape how the hospital includes employees in the design and delivery of services. Forum members will play an important role in supporting and promoting forum activities within their teams and departments.

The Forum membership is diverse and inclusive, ensuring employee representation from each employee category. Forum updates are disseminated hospital wide via communications channels (emails, posters, communications platforms).

We are always happy to receive feedback, recommendations and ideas for consideration. We welcome new members to the committee. If you are interested in participating in the committee or have an ideas that can bring positive change for the hospital, please email employeeengagement@rotunda.ie



Building a Culture

The hospital has a **Diversity and Inclusion Committee**. We aim to celebrate diversity in the workplace with local celebrations and social media campaigns that all colleagues can participate in. The committee creates an open space to participate, exchange ideas on matters relating to integration, equality, social inclusions and anti-racism within the hospital. Please contact the committee via employeeengagement@rotunda.ie if you would like to contribute or participate in the committee. You will have an opportunity to feed into relevant hospital policies and projects. Below are some examples of other cultural activities within the hospital:

- **The Rainbow Badge** is a way for Rotunda employees to demonstrate that they are aware of the issues that LGBTI+ patients and colleagues can face. When employees complete the short course “LGBT+Awareness and Inclusion: the basics” on www.hseland.ie they will be awarded a rainbow badge
- **Internal competitions** for fun such as Halloween pumpkin decorating and Christmas tree decorations. All submissions are showcased internally and on social media
- The hospital participates in the **HSE National Step Challenge** – team based wellness competition which is a great way to keep fit and bond with colleagues
- **The Rotunda Foundation** provides an opportunity to participate in charity events and fundraisers. Further details available from www.rotundafoundation.ie
- The hospital celebrate many **networking opportunities** for colleagues to socialise and build relationships



Connectivity – Meaningful Relationships

Our employees are our great strength and most valuable asset. Connectivity in work relationships is crucial for a collaborative and supportive work environment. We encourage open communications, encourage teamwork and promote understanding of each other's perspectives to strive towards the hospitals collective success.

We offer and encourage participation in social activities and events. Throughout the year we celebrate **national, international days with fun activities, complimentary meals, treats and social media posts.**

The hospital hosts annual:

- Summer BBQ
- Christmas Carol Services
- Christmas Kids Party
- Christmas Party for Employees

In Summary

We hope that reading some of what the Rotunda Hospital has to offer it's employees, that you experience a strong sense of connection with your colleagues and the hospital. The initiatives outlined are regularly assessed and adapted based on the evolving needs of our team.

In an effort to improve and streamline communications with Communications, Engagement, HR, Q-Pulse and Wellbeing initiatives, please see details of dedicated email addresses for Communications, Engagement/Recognition, HR, Q-Pulse and Wellbeing Initiatives.

Submitting emails to the correct email address will assist with responding to your requests in a timely manner.

Department/Initiative/Topic	Email address	What to send to this email address?
Communications	communications@rotunda.ie	Requirements for social media, videos recording, website updates, posters, leaflets, graphics, branding
Employee Engagement	Employeeengagement@rotunda.ie	Updates from/for Rotunda Hospital Employee Engagement Forum, submission of ideas/recommendations and queries
Employee Recognition	employeerecognition@rotunda.ie	Submission of Employee Recognition Programme nomination forms for review, collation, notification of nominations and awards
HR Department	hr@rotunda.ie	General HR queries relating to HR services
Q-Pulse	support@hci.care cryan@rotunda.ie	Password requests and reset, technical and user helpdesk support Q-Pulse Staff movements/adjustments, access approvals, notification of training events
Training Request	cryan@rotunda.ie	Requests for corporate (non-clinical) training
Wellbeing	wellbeing@rotunda.ie	Feedback on events, queries or suggestions, HSE Step Challenge, Bookings for Pilates, Yoga or other Wellbeing Activities.

Notes

