



Absence Protocol for BOTP
APPROVED: 06 July 2022

Basis for protocol:

This protocol seeks to manage absences from short-term accommodation in a way that is fair to all individuals seeking State assistance, including those most recently arrived. To date, given the high demand for short-term accommodation, it has not been possible to guarantee that vacated accommodation would be held, except where extenuating circumstances may have applied e.g. a hospital stay.

The provisions of this protocol facilitate one short-term absence (7 calendar days) over a 6-month period, but only in exceptional circumstances which are considered on a case by case basis.

At all times, parents/ legal guardians remain responsible for minors in their care, who cannot be left unaccompanied in accommodation under any circumstances.

Responsibility for personal effects during an absence remains at the risk of the individuals; given the pressure on storage facilities, UCTAT reserves the right to dispose of items left in long-term storage (beyond 60 days). Arrangements must be made at your own expense for any pets during a proposed absence.

Protocol provisions

I. Registering an exceptional absence

Given the ongoing pressures on accommodation, absences must be viewed as exceptional.

A short absence, maximum 7 calendar days (within a 6-month period), may be facilitated subject to prior notification to the facility manager.

Details of the absence are noted in an Exceptional Absence Notification document (See Appendix 1), with information registered on ePass.

II. Exceptional absence beyond 7-calendar day limit

Where an individual is absent beyond the date noted in the Exceptional Absence Notification (which should also be logged on ePass), the accommodation shall be deemed vacant.

The Accommodation Provider will advise UCTAT of the vacancy, supplying the details from the Exceptional Absence Notification document previously issued.

Once UCTAT has cross-checked the details on the ePass system, they will liaise with the Accommodation Provider to establish the best use of the vacant accommodation, based on current needs.

The Accommodation Provider will arrange for any personal effects to be stored on-site for 60 days, at the owner's personal risk.

An Accommodation Reallocation Notification (see Appendix 2) will issue confirming that accommodation has been re-allocated.



What happens if?

...an individual arrives back to accommodation after the threshold date, and the original accommodation has been re-allocated?

- Accommodation provider contacts UCTAT and a decision on next steps is taken based on immediate availability i.e. if possible to move the individual into a new room on site that may be agreed, alternatively, a transfer to the CityWest Transit Hub may be required at BOTPs own expense.
- If necessary another copy of the Accommodation Reallocation Notification can be shared with the individual
- Any personal effects in storage are returned to the individual

...an accommodation provider notices that accommodation appears to be vacant, but no Exceptional Absence Notification has been completed?

- Accommodation provider makes every effort to establish the status of the accommodation, including by attempting to contact the individual directly
- If the Accommodation Provider is satisfied that the accommodation has been vacated, an Exceptional Absence Notification is completed. A copy is shared with the individual, and a copy is shared with UCTAT for recording on ePass.
- Personal effects are placed in storage on site
- If/When it applies, accommodation provider follows protocol steps for an absence beyond the threshold i.e. re-allocation of accommodation in consultation with UCTAT

...an accommodation provider has concerns that personal effects may have been abandoned, and ongoing local storage is problematic?

- After a 60-day period (i.e. 60 calendar days after the issuance of the Accommodation Reallocation Notification) the accommodation provider makes every effort to establish the status of the personal effects, including by attempting to contact the individual directly on a minimum of three separate occasions
- Having exhausted these efforts, if the Accommodation Provider is satisfied that the personal effects have been abandoned, a Handling of Personal Effects Notification (See Appendix 3) is completed. A copy is shared with the individual (where possible), and a copy is shared with UCTAT.
- Based on the details of the Notification, UCTAT and the Accommodation Provider will agree on next steps, which may include destruction of all/some of the personal effects and/or their transfer to storage at the CityWest Transit Hub.

...if an individual contests any decision taken in relation to implementation of the Absence Protocol

- The individual is invited to contact UCTAT (ukrainetempaccom@equality.gov.ie) outlining concerns
- UCTAT will review records on ePass to confirm that all steps of the Protocol were correctly implemented and will advise individual of same

At all times, individuals are free to make private accommodation arrangements. If an individual remains in need of accommodation, please contact UCTAT for guidance on next steps



APPENDIX 1
Exceptional Absence Notification TEMPLATE

Name: _____
ePass Ref _____
Date _____
Accommodation Address _____

<i>Reason for absence:</i>	<i>Please tick</i>
Medical grounds	
Family needs	
Other	
Would prefer not to say	

Terms of absence:

- At all times minors must remain in the care of their parents/guardians; unaccompanied minors may not be left in accommodation without legal guardian or parent
- Arrangements must be made for any pets in care at BOTPs own expense
- Items left in vacated accommodation are at the owner's risk
- **After 7 days from today i.e. on _____ UCTAT reserves the right to re-allocate this accommodation to an individual(s) in need**
- All keys for this accommodation should be returned to the Facility Manager at the time of departure

ENDS



APPENDIX 2
Accommodation Reallocation Notification TEMPLATE

Name: _____

ePass Ref _____

Date _____

Accommodation Address _____

- On _____ you/ your family were issued with an Exceptional Absence Notification.
- As per that Notification, you/your family were advised that as from _____ your accommodation might need to be re-allocated to an individual(s) in need
- **Given the ongoing pressures on accommodation it has been necessary to re-allocate your accommodation**
- *(DELETE IF NOT RELEVANT)* Your personal effects have been placed in temporary storage at the above address, and at your own personal risk. Please contact the Facility Manager to reclaim these items. Because of concerns around long-term storage capacity, UCTAT reserves the right to dispose of unclaimed personal effects, 60 days after the date of this Notification.

Brief description of personal effects:

- If you still require short-term accommodation, please advise IMMEDIATELY
- If it is no longer possible to accommodate you at this facility, you may be re-directed to the CityWest Transit Hub
- Should you wish to make your own accommodation arrangements at your own expense, you are free to do so

ENDS



APPENDIX 3

Handling of Personal Effects Notification – TEMPLATE

Name: _____

ePass Ref _____

Date _____

Accommodation Address _____

- On _____ you/ your family were issued with an *Accommodation Reallocation Notification*
- As per that Notification, you/your family were advised that your accommodation needed to be re-allocated to an individual(s) in need, and that your personal effects were being placed in temporary storage

- Brief description of personal effects:

- As 60 days have elapsed, efforts to contact you regarding these items have been made as follows:

	Date	Communication Made	Result
<i>Example</i>	<i>01 January 2000</i>	<i>Phonecall</i>	<i>No answer, message left</i>
1			
2			
3			

- In consultation with UCTAT a decision will now be taken on next steps. Because of concerns around long-term storage capacity, and as advised in the *Accommodation Reallocation Notification* it may be necessary to dispose of these items.

ENDS