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INTEROFFICE MEMORANDUM

Date: September 13, 2007

To: SCAL Combined Leadership Team
HR Directors

From: Arlene Peasnall, VP Human Resources, KFHP/H, SCAL
Thomas Williamson, Business Administrator, Operations, SCPMG

cc: Benjamin Chu, MD, President, KFHP/H, SCAL
Jeffrey Weisz, MD, Executive Medical Director, SCPMG
SCAL Coalition of Union Leaders

Subject: Employee Call-Off Policy

As you know, employee absenteeism continues to be a major concern across the organization. Over the course of the last year, we have implemented a number of attendance initiatives, intended to improve our overall attendance, increase quality of care and impact the results of our Performance Sharing Program (PSP) and Variable Pay Program (VPP). In June 2007, we launched the new Employee Call-Off Policy for our employees who have traditional sick leave and vacation benefits. Under this Policy, employees are required to call their managers when they are unable to work on their assigned day. The intent of this Policy is to have employees speak directly with their managers when they are unable to report to work so that the employee and manager have an opportunity to dialogue on ways for the employee to return to work as soon as possible (i.e. able to work a later shift). We also believe that this process will limit and reduce the number of last minute sick calls.

Over the past thirty-(30) days, we have had an opportunity to review the processes and procedures associated with the Employee Call-Off Policy and get feedback from our Labor Partners. As a result of this review, and in an effort to ensure consistency across the Region, we have made a few minor modifications to the Policy as set forth in the attached document.

Meeting our attendance objectives will enable us to provide each member with the highest quality of health care, stimulate membership growth so that we remain competitive in the health care market, meet business/financial goals and achieve PSP/VPP payouts.

Employee Call-Off Policy

Coverage:	**Employee covered under Collective Bargaining Agreements with traditional vacation and sick leave benefits. This policy is also applicable to the Teamsters who have ETO/ESL benefits.**
Note:	**With the exception of the Teamsters as noted above, employees with ETO/ESL benefits will continue with the current call-off procedure(s) established in their departments.**

Monday – Friday	**24/7 Operations with Supervisor on Duty**	**24/7 Operations without Supervisor on Duty**
Employee is required to call or page manager or management designee. ▪ Employee is required to notify manager of his/her absence at least two (2) hours prior to the employee's start time. ▪ If employee is unable to reach their manager, employee must leave a message and provide the following information: 1. General reason for absence (i.e. illness, family member illness, etc.); 2. Expected date and time of return to work; and 3. Phone number and best time for the manager to call back, or a designated time that the employee will call the manager back. When an employee leaves a call back number, the manager at his/her sole discretion may elect *not* to call the employee back when in their judgment, the absence does not warrant a call back. If the employee and manager are unable to speak directly on the day of the absence, the manager may speak with the employee upon his/her return to work the following day, or on the second day of a multiple day absence, to assess the circumstances, and if warranted take appropriate action. Employees who fail to follow the above procedure may be subject to counseling, corrective action/issue resolution and/or request for DMI.	Employee to call supervisor on duty at least two (2) hours prior to the employee's start time and provide the following information: ▪ General reason for absence (i.e. illness, family member illness, etc.) ▪ Expected date and time of return to work If employee is unable to reach supervisor on duty, employee must leave a message and provide the following information: 1. General reason for absence (i.e. illness, family member illness, etc.); 2. Expected date and time of return to work; and 3. Phone number and best time for the manager to call back, or a designated time that the employee will call the manager back. When an employee leaves a call back number, the manager at his/her sole discretion may elect *not* to call the employee back when in their judgment, the absence does not warrant a call back. If the employee and manager are unable to speak directly on the day of the absence, the manager may speak with the employee upon his/her return to work the following day, or on the second day of a multiple day absence, to assess the circumstances, and if warranted take appropriate action. Employees who fail to follow the above procedure may be subject to counseling, corrective action/issue resolution and/or request for DMI.	Employee is required to call designated staffing office/line at least two (2) hours prior to employee's start time and provide the following information: 1. General reason for absence (i.e. illness, family member illness, etc.); 2. Expected date and time of return to work; and 3. Phone number and best time for the manager to call back, or a designated time that the employee will call the manager back. When an employee leaves a call back number, the manager at his/her sole discretion may elect *not* to call the employee back when in their judgment, the absence does not warrant a call back. If the employee and manager are unable to speak directly on the day of the absence, the manager may speak with the employee upon his/her return to work the following day, or on the second day of a multiple day absence, to assess the circumstances, and if warranted take appropriate action. Employees who fail to follow the above procedure may be subject to counseling, corrective action/issue resolution and/or request for DMI.