

POLICY NAME: ATTENDANCE- HOURLY EMPLOYEE **REVISED DATE:** JULY 15, 2014

POLICY NUMBER: HR501 **ISSUE DATE:**

SECTION: HUMAN RESOURCES **REVIEW DATE:**

POLICY:

The following policy will govern non-exempt hourly employee attendance for regular employees. Unscheduled absences, tardiness, and excessive clock-in/out violations will result in progressive corrective action, up to and including discharge. Absences or tardiness due to approved Family Medical Leave, Short-Term Disability, Workers' Compensation, bereavement, jury duty, military leave and any other approved absences are not subject to the requirements of this policy.

*Note: Any unscheduled paid time off (if not otherwise excused under applicable legal requirements) is a pay policy, and therefore is **NOT** exempt from occurrence accrual under this policy. Examples include, but are not limited to unscheduled sick days, personal holidays, and vacation.*

For those employees whose positions are covered by a collective bargaining agreement ("CBA"), please refer to the applicable language in the respective CBA. If there are any inconsistencies between the applicable CBA and this policy, the CBA language is controlling.

PURPOSE:

Our employees are essential to the delivery of high quality patient focused care. Consistent with our Value of Excellence and our Standards of Behavior, employees have the responsibility to report to work consistent with their commitment and on time. In addition, UCMC must ensure that daily staffing is predictable and consistent, in the best interests of our patients and employees and in order to support efficient operations.

Unscheduled absences, late arrivals and early departures, and clock-in/out violations interfere with the effective delivery of patient care and efficient operations and must be kept to a reasonable minimum.

DEFINITIONS:

1. **Rolling Twelve (12) Month Period.** The rolling twelve (12) month period is the twelve (12) months preceding and including the most recent occurrence.
2. **Tardiness.** Employees are expected to start working at their designated start time, and to remain on their shift until their scheduled end time. Tardiness occurs when an employee starts work after his/her scheduled start time. Tardiness in connection with a scheduled overtime shift is also covered by this policy. Tardiness does not include an employee who is on the clock but taking extra breaks or otherwise not performing work.

Note: Employee whose jobs inherently cannot be performed without a sterile uniform, per regulatory requirements, will be given time, as determined by management, at the beginning and end of their shifts to change into and out of their uniforms.

- a. Each incident of tardiness of less than one (1) hour will be recorded as one-half (1/2) of an occurrence provided the employee calls to notify the supervisor per departmental policy.
 - b. Each incident of tardiness of one (1) hour or more will be recorded as one (1) occurrence provided the employee calls to notify the supervisor per departmental policy.
 - c. Failure to provide timely notification of tardiness, one (1) hour or more after the start of the employee's scheduled shift, will be recorded as two (2) occurrences.
3. **Failure to Clock In or Out.** Failure to clock in or out occurs when an employee fails to clock in or fails to clock out at the start of a shift, for meal breaks, or at the end of the shift. Failure to clock in or out will be considered excessive as defined in the guidelines below.
 - a. Failure to clock in or out six (6) times in any rolling 30 calendar day period (i.e., January 5 – February 4).
 - b. Failure to clock in or out twelve (12) times in any rolling three (3) consecutive month period.

- c. Failure to clock in or out sixteen (16) times in any six (6) consecutive month period.

If the employee's failure to clock in or out is considered excessive, an "excessive missed clock notice" will be issued to the employee. After such notice is issued, each subsequent incident of failure to clock in or out within a rolling twelve (12) month period will be recorded as one-half (1/2) of an occurrence. Failure to clock in or out two (2) times within one (1) shift will count as one (1) occurrence.

- 4. **Unauthorized Absence.** An unauthorized absence occurs when an employee is absent from a scheduled shift, without scheduling the absence and obtaining approval in advance (as discussed below), fails to report one (1) hour or more after the start of the scheduled shift, or leaves one (1) hour or more before the end of the scheduled shift. Each incident of an unauthorized absence will be recorded as one (1) occurrence. If an employee leaves less than one (1) hour before the end of the scheduled shift the incident will be recorded as ½ occurrence.
- 5. **No Call No Show.** A No Call No Show absence occurs when an employee fails to properly notify his/her supervisor of the absence or tardy, one (1) hour or more after the start of his/her scheduled shift, or fails to provide notification and reports to work one (1) hour or more after his/her scheduled start time (as defined above in Tardiness). Each incident of a No Call No Show absence will be recorded as two (2) occurrences. Except in the case of three (3) consecutive days – see Job Abandonment below.
- 6. **Job Abandonment.** An employee who has three (3) consecutive days of absence without authorization or notification to their department management ("No Call/No Show") will be terminated for job abandonment, unless there are extenuating circumstances that are unforeseeable and unpreventable. In such extenuating circumstances, UCMC may require that the employee submit supporting documentation. (Refer to the UCMC HR Policy, Job Abandonment.)
- 7. **Pattern Absence/Tardiness.** A pattern of absences or tardiness occurs when an employee demonstrates a pattern of unscheduled absences or occurrences of tardiness, including but not limited to the following: where an employee incurs two (2) or more absences or tardiness on a Monday, Friday, before or after holidays/paydays/vacations and same number of consecutive days of absence (e.g., calling off for three (3) days each call-off), failing to clock-in when tardy, and an employee works a reduced work schedule but has consistent call-offs (e.g., only works weekends and calls-off on Saturday for two (2) work weeks).

- a. Corrective action may be administered when such a pattern of absences occurs. If the employee has not received any previous corrective action, the employee would be notified of the pattern. Each subsequent patterned absences/tardy after notification will be recorded as two (2) occurrences and the employee will receive the appropriate step of corrective action. If previous disciplinary action already exists, the employee would receive the next step in progressive discipline.
8. **Failure to Work Scheduled Overtime.** This occurs when an employee is scheduled to work an overtime shift and fails to report in accordance with this policy. Each failure to work a scheduled overtime shift will be recorded as one (1) occurrence.
9. **Absences on Days Employee was Denied their Time Off Request.** When an employee calls off on a day or days that the employee previously requested to have the time off but was denied time off, each day of absence will be recorded as two (2) occurrences. Exceptions may be granted given there are extenuating circumstances that are unforeseeable and unpreventable. In such extenuating circumstances, UCMC may require that the employee submit supporting documentation.
10. **Scheduled Absences.** Scheduled absences occur when an employee requests time off and it is approved in a timely manner in accordance with departmental policies or applicable collective bargaining agreements. Scheduled absences do not count as occurrences. Examples include scheduled holidays, personal days and vacation time, scheduled bereavement leave, scheduled sick time for routine doctor's appointments and approved leaves of absence.
11. **Consecutive Days of Absence.** Absences for the same reason due to an employee's personal illness, family emergency or other reasons deemed acceptable by the Department Director shall be considered "consecutive" when an employee is absent for more than one (1) successive scheduled work day, up to five (5) days.
- a. Consecutive days of absence for the same acceptable reason are considered one (1) occurrence, up to a maximum of five (5) scheduled work days.
 - b. Absences up to a maximum of five (5) scheduled work days thereafter will count as one (1) additional occurrence as long as the reason for absence is acceptable and the same.
 - c. Each consecutive day of absence after "a." and "b." have been exhausted shall count as one (1) occurrence.

- d. Absences will only be considered consecutive if they are for the same reason and are due to an employee's personal illness, family emergency or other reasons deemed acceptable by the Department Director.
- e. Occurrences will not be accrued for any time an employee is on an authorized leave of absence pursuant to approved leaves under Short Term Disability (STD), Worker's Compensation, Family Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), Uniformed Services Employment and Reemployment Rights Acts (USERRA), or any other absences that are provided under Federal and State Law.
- f. Employees who are absent for three (3) or more consecutive days due to a medical reason must provide a physician's statement per this policy. See "Absences after Three (3) or More Consecutive Workdays" below.
- g. Failure to follow proper reporting procedures pursuant to department policy will result in the absences being counted separately and accruing separate occurrences in accordance with "Failure to Timely Report Tardiness or Absence" or "No Call No Show" above.

12. Extenuating Circumstances Days. In the service of our patients and out of respect to coworkers, employees are expected to report to work and notify their supervisor in advance if they will be late. Extenuating circumstances rarely occur. They are normally unforeseeable and outside of the employee's control. UCMC may require supporting documentation for any extenuating circumstances.

- a. The tardiness provisions of this policy will be modified if a determination is made by Human Resources, or the department/unit head (Director level) that transportation to work is impaired by the extenuating circumstances (example: significant snowfall), and an extenuating circumstance day (i.e. "severe weather day") will be communicated by management. However, if the employee is absent from work the entire shift on that day, the employee will receive an occurrence or occurrences consistent with this policy.
- b. Examples of circumstances which would not be considered extenuating include transportation/commuting problems (i.e. flat tire, Metra/Shuttle delay, minor fender bender), childcare problems, or illness.

PROCEDURES:

1. **Reporting Procedures.** Employees are expected to be ready for work when they clock-in and are expected to begin work at their scheduled start time. Should an unplanned absence or tardiness occur, the employee must notify his or her immediate supervisor or designee. The time of your call or notification, the reason for the absence, and the anticipated date and time of return must be reported to the immediate supervisor (or other, as designated by the department) as prescribed by the employee's department policy or procedure.
 - a. A call from a spouse, friend or relative on the employee's behalf is unacceptable and unauthorized unless the employee is incapacitated and/or physically unable to call. Employees are required to call in every day of absence in accordance with departmental call-in procedure, including intermittent FML.
 - b. Failure to follow proper reporting procedures as outlined in this policy will result in a "No Call No Show" as defined above. Falsification of the reason given for the absence may result in immediate termination, consistent with the UCMC Termination Policy.
2. **Clocking In and Out.** Excessive missed clock entries will be subjected to occurrences as outlined above in "Failure to Clock In or Out." In the event of a missing clock-in or clock-out entry, an employee is required to complete a Time Entry Correction (TEC) form. The TEC must indicate the actual time the employee reported to work or left the work area - not the shift start time or end time. Failure to record the actual start time or end time may be considered falsification of time records, which is grounds for termination of employment on the first offense, in accordance with the UCMC Termination Policy.

Note: TEC forms are not to be used as a routine alternative to using the assigned clock but when there are extenuating circumstances that prevent clocking in or clocking out.
3. **Absences after Three (3) or More Consecutive Workdays.** Consecutive days of absence for an employee's own personal illness, up to five (5) days, will be counted as one (1) occurrence per this policy provided the employee complies with the applicable terms of this section. Specifically:
 - a. *Three (3) or More Consecutive Workdays* - After three (3) or more consecutive scheduled workdays of absence due to a medical reason, an

employee must provide the manager with medical certification that he/she was under the care of a physician during the period and was unable to work on each of the days.

- b. *Five (5) or More Consecutive Workdays* – After five (5) or more consecutive scheduled workdays of absence due to a medical reason, an employee must provide Occupational Medicine with medical certification that he/she was under the care of a physician during the period and was unable to work on each of the days.
- c. Employees who are unable or unwilling to provide a medical statement after three (3) or more days of absence will receive separate occurrences for each day.
- d. Medical certification issued after the employee has returned to work will NOT be acceptable as proof of illness for the past absences. If medical certification is not provided, the use of sick leave hours will be denied and corrective action may be applied accordingly.

Note: If concerns arise regarding an employee's medical certification, the manager should contact his or her Employee Labor Relations Representative.

- 4. **Communicable Disease.** For any absences due to a communicable disease (as listed in the communicable disease policy), an employee must, before reporting to work, provide Occupational Medicine with a physician's statement, indicating (1) that the employee was under the physician's care and unable to work during the entire specified period of illness, (2) the date the employee is authorized to return to work, and (3) a diagnosis of one of the specific communicable diseases listed in the UCMC Policies and Procedures Manual – Control Policy 02-15a – Appendix A: Management of Health Care *Workers Exposed to or Infected with Communicable Diseases* policy. Occupational Medicine will then issue a return to work authorization form and the employee must present it to his or her immediate supervisor. Second-shift and third-shift employees are required to obtain a return to work slip during the normal business hours for Occupational Medicine before reporting to work.
- 5. **Tracking Occurrences and Corrective Action.** Occurrences will be tracked by each department, in accordance with the definitions provided above and the procedure described as follows:
 - a. Any accumulation of five (5) occurrences within a rolling twelve (12) - month period will result in a Verbal Warning.

- b. After issuance of a Verbal Warning, each one (1) occurrence thereafter will result in the issuance of the next level of progressive corrective action, up to and including termination of employment.

However, management reserves the right to skip levels of corrective action if warranted by the circumstances. For example, after receiving a Verbal Warning, the employee may quickly accumulate two (2) occurrences for No Call/No Show. This employee, in this example, would then receive a Final Warning.

6. Repeat and Regression of Corrective Action.

- a. Repeat: An employee, who works for six (6) consecutive months without receiving corrective action under this policy, will not be advanced to the next level of corrective action, but will repeat the current level of corrective action.
- b. Regression: An employee who works for twelve (12) consecutive months without receiving corrective action under this policy, will have the last corrective action issued reduced to the next lowest level of corrective action and subsequent corrective action would be progressed from that level. An employee, who regresses backwards in corrective action below a documented verbal warning, will then again be afforded the opportunity to accumulate five (5) occurrences within a rolling twelve (12) - month period prior to receiving a verbal warning.

Occurrence Guide	
Action	Occurrence Count
Tardiness Less Than 1 (one) Hour	½ Occurrence
Tardiness 1 (one) Hour or More	1 Occurrence
Unauthorized Absence	1 Occurrence
Missed Clock	½ Occurrence (after notification)
No Call No Show	2 Occurrences
Pattern Absence	2 Occurrences (after notification)
Failure to Work Scheduled Overtime	1 Occurrence
Absence on Day Denied Off	2 Occurrences

Repeat/Regression Guide	
Corrective Action Issuance	Action
Less than Six (6) months since last corrective action	Advance to next level of corrective action
Six (6) months or more but less than twelve (12) months or less since last corrective action	Repeat previous level of corrective action
Twelve (12) months or more since last corrective action	Regress the last corrective action to the next lowest level

REFERENCES: (to outside sources, if applicable)

CROSS-REFERENCES:

UCMC Termination Policy (HR 212)

UCMC Job Abandonment Policy (HR 507)

UCMC Policies and Procedures Manual – Control 02-15a – Appendix A: Management of Health Care Workers Exposed to or Infected with Communicable Disease (A06-01)

UCMC Family and Medical Leave Act (HR502A)

UCMC Military Family Leave Policy (HR502B)

UCMC Equal Employment Opportunity for Individuals with Disabilities (HR217)

ATTACHMENTS:

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