

SYSTEMWIDE POLICY

Attendance and Reliability

This Policy is Applicable to the following Corewell Health sites:

SYSTEMWIDE

Beaumont Corporate Shared Services, Beaumont Dearborn, Beaumont Farmington Hills, Beaumont Grosse Pointe, Beaumont Medical Group, Beaumont Pharmacy Solutions, Beaumont Royal Oak, Beaumont Taylor, Beaumont Trenton, Beaumont Troy, Beaumont Wayne, Post Acute Care (Beaumont) Corewell Health (Corporate), Big Rapids (Mecosta County Medical Center), Continuing Care, Corewell Health Watervliet Hospital, Corporate (Spectrum Health System), Gerber Memorial (Newaygo County General Hospital Association), Ludington (Memorial Medical Center of West Michigan), Outpatient/Physician Practices, Pennock (Pennock Hospital), Priority Health, Reed City (Reed City Hospital Corporation), SH GR Hospitals (Spectrum Health Hospitals), SHMG, Spectrum Health Lakeland (Lakeland Hospitals at Niles and St. Joseph Inc.; Applicable Corewell Health South Regional Sites), United/Kelsey (Spectrum Health United; Spectrum Health Kelsey Hospital), Zeeland (Zeeland Community Hospital)

Applicability Limited to: Non-Exempt (Hourly) Employed Team Members

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Functional Area: Human Resources, Team Member Relations

Department Area: Human Resources

1. Purpose

When we accept employment, we typically have a desire to be reliable, earn a paycheck and only use our hard-earned Paid Time Off (PTO) when necessary. We know we are making a commitment to the organization, and we intend to keep it. At Corewell Health, we need that type of commitment to fulfill our vision and mission. Our patients, members and other customers rely on us to be fully present and on time for each scheduled shift or activity.

Communication is critical when circumstances occur that are unexpected and will impact attendance or arriving on time. We need to provide as much notice as possible in these unusual situations. This is the only way to plan appropriately for the care and service our customers deserve and desire.

This policy is designed to establish expectations and standards for reliability, for all non-exempt employed team members (including those in regular, temporary, and casual status, as well as those in their probationary period) while ensuring we are not compromising the health and safety of other team members, our patients, members or other customers.

2. Definitions

As the policy is explained, these definitions will be important to know:

2.1. Calendar year: the 12-month period from January 1 to December 31 each year.

2.2. Early out: departing from your shift up to six minutes before your scheduled shift end time.

Entities will reference associated Documentation contained within this document as applicable
Printouts of this document may be out of date and should be considered uncontrolled.

- 2.3. **Employed team member:** an individual on payroll who may also receive benefits, if eligible, directly from the organization; May also be referred to as employee.
- 2.4. **Full shift absence:** not reporting to work for a scheduled shift (including meetings or training) where time missed exceeds four hours and where prior leader approval was not acquired. Also includes any full shift missed that was four hours or less. A full shift absence equals one occurrence and is coded as “PTOAB” in API or “PTO Paid Time Off Unexcused” in Kronos.
- 2.5. **Household illness:** unplanned absences on consecutive shifts, up to 40 hours, and related to illness that impacts one or more household members; the time missed will be considered one occurrence of absence if any of the time is subject to occurrences. (This does not apply to leaves of absence.)
- 2.6. **No Call/No Show:** failure to notify your leader of your absence for a scheduled shift or activity.
- 2.7. **Partial shift absence:** clocking-in to your shift six minutes or more after your scheduled shift start time or clocking-out from your shift six minutes or more prior to the end of a scheduled shift (including meetings or training) without making prior arrangements and obtaining approval, and where time missed is less than or equal to four hours or having a portion of your shift that doesn’t qualify as protected time. A partial shift absence equals one half (1/2) occurrence.
- 2.8. **Protected time:** leave that is approved under the Michigan Paid Medical Leave Act (MPMLA), Family and Medical Leave Act (FMLA), or other similar applicable laws for which a team member will not be issued an occurrence.
- 2.9. **Tardy:** reporting to your shift up to six minutes after your scheduled shift start time.
- 2.10. **Team Member:** the collective reference of all Corewell Health workers including employees (employed team members) and non-employed workers (non-employed team members).

3. Responsibilities

Leaders are accountable to know the status of a team member’s protected time and occurrences of absence and to issue any necessary performance correction timely. A supportive knowledge article regarding attendance and reliability policy tools including an absence and MPMLA protected time calendar report (for leaders) is available [here](#).

4. Compliance

- 4.1. Team Members should take time to read and become familiar with the details of any policies that apply to them and to follow any expectations outlined. Seek clarification from your leader or from HR if you need it. When policies aren’t followed, there may be coaching or performance correction that results.
- 4.2. When a team member is covered by a collective bargaining agreement (CBA) and the terms of the CBA are different, the team member should follow the CBA instead of the policy.

5. Policy

5.1. Occurrences of Absence

- 5.1.1. No occurrences of absence will be issued for:

Entities will reference associated Documentation contained within this document as applicable
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- 5.1.1.1. Arrival between the scheduled shift start time and less than (<) six minutes after the scheduled shift start time (tardies), as well as leaving less than (<) six minutes before the scheduled shift end time (early out).
 - 5.1.1.2. Michigan Paid Medical Leave Act (MPMLA) protected time
 - 5.1.1.3. Family Medical Leave Act (FMLA) protected time
 - 5.1.1.4. Hospital confinement/recovery (regardless of FMLA)
 - 5.1.1.5. Any approved Leave of Absence (including military leave, work related injury/illness leave, etc.)
 - 5.1.1.6. Bereavement Leave (funeral leave)
 - 5.1.1.7. Jury duty or serving as a witness for Corewell Health.
 - 5.1.1.8. Low census periods
 - 5.1.1.9. Vacation Days coded as PTOVC or “PTO Paid Time Off”
 - 5.1.2. Occurrences of absence will be issued for all reasons not listed in [Section 5.1.1.](#) as either:
 - 5.1.2.1. Full shift absences – see definition (1 occurrence) or
 - 5.1.2.2. Partial shift absences – see definition (1/2 occurrence) including clocking-in six minutes or more (>) after the scheduled shift start time.
 - 5.1.3. Calculating occurrences
 - 5.1.3.1. An employed team member’s occurrences are calculated by adding full shift or partial shift occurrences within the past three months (or past 90 calendar days) since the last performance correction (written notice) was issued.
 - 5.1.3.2. In the event occurrences were included within an issued performance correction, those occurrences will not be repeated or used in future calculations or on future performance correction.
- 5.2. Reporting unplanned absenteeism (Unexcused Days)**
 - 5.2.1. Employed team members are responsible for notifying their leader of any unplanned absence or anticipated arrival after the scheduled shift start time by reporting in advance of their shift start time.
 - 5.2.2. Team members should follow any additional department-required reporting protocols.
 - 5.2.3. Team members should share a general reason for their absence (i.e., not feeling well, child sick/childcare issues, car troubles, etc.) and the expected duration of their absence.
 - 5.2.4. Where applicable, leaders will direct the team member to submit the appropriate documentation to Leave Administration and code the missed time as MEDCL (for FMLA protected time) or MPMLA (for MPMLA protected time)
 - 5.2.5. All other unplanned time should be coded as “PTOAB” in API or “PTO Paid Time Off Unexcused” in Kronos.
- 5.3. No call/No show**
 - 5.3.1. Any instance of no call/no show may warrant performance correction (written notice) as Professional Conduct regardless of occurrences of absence.
 - 5.3.2. Three days of consecutive no call/no show is considered a voluntary resignation of employment.
- 5.4. Performance Correction for Absenteeism**
 - 5.4.1. Performance correction is issued based on the total number of occurrences reached in a rolling three-month period and is differentiated between full time or part time.

- 5.4.1.1. When full time employed team members reach three occurrences, they will be issued performance correction.
- 5.4.1.2. When part time employed team members reach two occurrences, they will be issued performance correction.

Employment Status	Occurrences of Absence
	<i>Written Notice</i>
Full Time	3 occurrences
Part Time	2 occurrences

- 5.4.2. Once performance correction is issued, the occurrences within that performance correction will not be included in future performance correction.
- 5.4.3. Performance correction for absenteeism and any other reason are managed concurrently. (i.e. first notice may be for unprofessional conduct, second (final) notice may be for attendance and termination may be for job duty performance.)

5.5. Issues of Reliability and Professional Conduct

- 5.5.1. When there are concerns that a team member may not be fulfilling their [Professional Expectations](#), a leader will discuss the concerns with curiosity to understand the specific situation, to establish mutual expectations, to minimize any barriers and to support the team member's reliability at work. A team member with consecutive call ins that is not on an approved leave should respond to any inquiry from their leader or IDM timely to discuss their situation.
- 5.5.2. When behaviors are considered unprofessional, they may be addressed in relationship to [Professional Expectations](#). While we've provided some examples below, none should be considered as absolute violations without understanding the context behind them from our team members:
 - 5.5.2.1. Patterns of absenteeism (i.e., extended weekends, extended holidays)
 - 5.5.2.2. Patterns of tardies or early outs.
 - 5.5.2.3. Calling in on a day that Vacation Day time was denied.

5.6. Submitting documentation of absences

- 5.6.1. Employed team members may be required to provide documentation validating absences related to a qualifying leave or protected time. Related requirements may be found in the specific leave policy (such as the [Family Medical Leave Act \(FMLA\)](#) or [Michigan Paid Medical Leave Act \(MPMLA\)](#) policies).
- 5.6.2. Employed team members may be required to provide documentation validating other absences such as jury duty or bereavement to their leader.
- 5.6.3. Employed team members returning to work after being absent due to team member illness or injury for >40 hours must submit complete and sufficient documentation from the team member's provider to the Leave Administration team before returning to work.
- 5.6.4. Absences may be excused (excluded from consideration for an occurrence) if an employed team member has been granted a reasonable accommodation that impacts the work schedule. Employed team members who feel that they may have a disability that might warrant a reasonable accommodation under the Americans with Disabilities Act should contact Leave Administration and refer to the [Accommodations](#) policy for Corewell Health.

5.7. Inclement Weather Exceptions

- 5.7.1. Weather related absences may be excused with the approval of executive leadership.
- 5.7.2. Considerations for weather related exceptions will include: the safety of travel for patients and team members, essential staffing requirements, the type of worksite, the geographic location, or other criteria.
- 5.7.3. If inclement weather exceptions are approved, impacted locations will be notified, and no occurrences of absence will be issued.
- 5.7.4. Employed team members will be given the option to use any available PTO.
- 5.7.5. Leaders are encouraged to support employed team members by using appropriate judgment and applying it consistently when weather circumstances impact employed team member safety but do not rise to the level of full absences being excused by executive leadership.

6. Revisions

Corewell Health reserves the right to alter, amend, modify or eliminate this document at any time without prior written notice.

7. **Policies Superseded and Replaced:** This policy supersedes and replaces the following policies as of the effective date of this policy: Attendance & Reliability – Legacy Spectrum Health; Attendance – Legacy Beaumont Health

8. References

- [Accommodations](#)
- [Family Medical Leave Act \(FMLA\)](#)
- [Michigan Paid Medical Leave Act \(MPMLA\)](#)
- [Paid Time Off \(PTO\)](#) [Corewell Health East]
- [Paid Time Off \(PTO\)](#) [Corewell Health West/South/Priority Health]
- [Professional Expectations](#)

9. Policy Development and Approval

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