

APPROVED BY:



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POLICY #: HRM-ATI  
POLICY NAME: Attendance  
EFFECTIVE: March 1989  
REVISED: December 2015

## NORTH CAROLINA BAPTIST HOSPITAL HUMAN RESOURCES MANAGEMENT POLICIES

### ATTENDANCE

#### I. POLICY OVERVIEW:

It is the policy of North Carolina Baptist Hospital (NCBH) to expect its employees to be in attendance for all scheduled work hours. However, NCBH realizes that absences from work are inevitable and, therefore, authorizes absences under the conditions provided in this policy.

#### II. PURPOSE:

Regular attendance of employees is essential to continuous, high quality service to our customers. Absenteeism and tardiness are disruptive to work schedules and hospital services and imposes hardships on co-workers. Employees are required to report to work at their scheduled start times and work the hours scheduled for their positions. The hospital may grant or refuse advanced requests for permission to be absent. Excessive unscheduled absences are cause for corrective action.

#### III. DEFINITIONS:

**Scheduled Absence:** A full or partial absence from a scheduled shift that is authorized by the supervisor in advance.

**Unscheduled Absence:** A full or partial absence from a scheduled shift that is not authorized by the supervisor in advance. This includes same day call-ins.

**Tardy:** Employees are expected to report to their designated work areas, prepared to perform their duties, by their designated starting times for each scheduled shift. NCBH time clocks round to the nearest 1/10 of an hour (six minute increments). For purposes of this policy, employees will be considered tardy when they clock in for the start of a shift after the time clock has rounded to the next 1/10 of an hour.

**Occurrence:** One unscheduled absence or three (3) tardies.

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#### IV. PRACTICE:

##### A. Reporting Rules

1. Employees are responsible for reporting all absences to their direct supervisors.
2. When the need to be absent is known in advance, the employee must request time off from the supervisor as soon as the need to be absent is known.
3. When the need to be absent is not known in advance, the employee is responsible to notify her/his supervisor at the earliest possible time.
4. When calling in to report an absence or tardy, employees should speak directly to their supervisor, manager, or director. When employees are unable to reach their supervisor, manager, or director, they must leave a voice message including how they can be reached. Departments may establish more specific procedures for leaving messages about absences or tardiness.
5. Failure of an employee to give required notice of an absence is cause for corrective action. Other than for circumstances beyond the employee's control, failure to either report for work or give required notice is job abandonment and cause for discharge.
6. Employees are responsible for making adequate preparations to overcome inconveniences caused by inclement weather conditions (See Severe Weather Policy for more information).

Departments that provide continuous operations in multiple shifts, performing functions essential to maintaining crucial operations, patient care, and visitor and employee safety may prescribe certain departmental standards that are more stringent than those generally prescribed in this policy. To ensure adequate staffing in critical positions, managers in these departments may establish specific timelines for employee requests to be absent, including same-day call-ins, and procedures for communicating with supervisors regarding requests to be absent. Any standards established must be based on business and staffing needs and must be established in consultation with the Division Director and Human Resources Business Partners.

##### B. Supervisor Responsibilities

1. Supervisors are encouraged to make every effort to accommodate employees' needs for scheduled time off.

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2. Supervisors have discretion to deny requests by employees to be absent. Decisions to approve or deny requests must be based on business and staffing needs.
3. If a supervisor denies a request by an employee to be absent, the supervisor must provide the employee with an explanation of the reason(s) the request is denied.
4. Supervisors are responsible to track employee attendance.
5. Supervisors are responsible to properly code employee absences per the table provided in this policy.
6. Supervisors are responsible to take appropriate steps to correct problem attendance, as directed in this policy.

C. Paid and Unpaid Absences

1. Available Benefit Time Off (BTO) must be applied to all scheduled and unscheduled absences, except:
  - a) Employees who take time off at management's request due to low patient census or other workload-related reason may elect to take the time off without pay.
  - b) An employee may elect to take unpaid time as described in policies for Leaves of Absence over 24 hours in length, Emergency Team (SORT), and military reserve training.
2. Generally, scheduled absences will not be approved for time off in excess of an employee's available BTO balance. Exceptions may be approved by supervisors for extreme or special circumstances other than vacation. Supervisors may consult the Human Resources Business Partner for assistance.
3. When an employee has no available BTO balance, unscheduled absences will be unpaid.

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D. Reserve Time

1. Employees with Reserve Time balances may access Reserve Time for the following reasons:
  - a) The employees own personal medical condition, including pregnancy and childbirth until released by the physician;
  - b) Adoption, up to eight weeks; or
  - c) The serious health condition of a family member as defined under the Family and Medical Leave Act (See FMLA Policy).
2. Reserve Time will not be available to an employee until 24 hours of BTO for personal illness has been used per occurrence. (Special arrangements may be made for an employee with insufficient BTO balances to reach 24 hours paid. Contact a Human Resources Business Partner for details.)

E. Coding Absences

Code	Description	Application
SPT	BTO – Scheduled - Paid	For scheduled absences paid with available BTO
SUP	Scheduled - Unpaid	For scheduled absences that are unpaid (no BTO available)
UPT	Unscheduled - Paid	For unscheduled absences paid with available BTO
UUP	Unscheduled - Unpaid	For unscheduled absences that are unpaid (no available BTO)
SIL	Scheduled Illness	For scheduled absences due to illness whether paid or unpaid
UIL	Unscheduled Illness	For unscheduled absences due to illness whether paid or unpaid

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F. Problem Attendance Resolution

1. Supervisors will track and evaluate the attendance of each employee. If the supervisor determines that an attendance problem exists, the supervisor should discuss the problem with the employee for the purpose of identifying an effective solution. For example, it may be necessary to alter the employee's work schedule or offer the employee a leave of absence.
2. A leave of absence should be considered when the employee has a good record with the Medical Center, but one of the following exists:
  - a. A medical problem causes the employee to have an attendance problem or
  - b. A non-medical personal situation of a definite length of time causes an attendance problem.
3. A change of work schedule should be considered when an employee has an attendance problem that cannot be properly addressed with a leave of absence. Supervisors are not obligated to arrange a change of shift, a transfer, demotion, etc.
4. If other attempts to solve an attendance problem are unsuccessful and the absenteeism and/or tardiness persists, the supervisor should address the problem through corrective action. Corrective action for problem attendance must be applied consistently and according to the standards described below and in the Performance Management Policy. Corrective action shall be administered based on the number of occurrences (tardies and/or unscheduled absences) by an employee within any rolling twelve-month period and the number of days scheduled per workweek.
5. An absence of multiple consecutive days due to illness or injury should be counted as one absence, not multiple absences.

G. Corrective Action Guidelines

Corrective Action by Number of Occurrences (an occurrence = one unscheduled absence or three tardies)

Shift/Days Worked Per Week	Verbal Advisory	Written Advisory	Final Written Advisory	Discharge
5	6	8	10	12
4	5	7	9	11
3	4	6	8	10

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2	3	5	7	9
Float	Follow guidelines above based on shifts/days worked per week			
BOWS	2 shifts	3 shifts	4 shifts - Removed from BOWS (Once employee is removed from BOWS he/she will adhere to the same corrective action guidelines as other employees)	
PRN	The part-time nurse will be notified by management via phone the 1 <sup>st</sup> month he/she does not work. The 2 <sup>nd</sup> month he/she does not work, management will give the employee a written warning via mail. The 3 <sup>rd</sup> consecutive month the employee does not work; he/she will be terminated.			

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