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PURPOSE

The purpose of this policy is to ensure the best possible patient care/services, adequate staffing, teammate engagement and operational effectiveness across Atrium Health Wake Forest Baptist through regular and timely attendance of all teammates.

SCOPE

This document applies to teammates within Advocate Health entities in the Southeast Region Wake Market, to include North Carolina Baptist Hospital (NCBH), Davie Medical Center (DMC), Lexington Medical Center (LMC), High Point Medical Center (HPMC), Wilkes Medical Center (WMC), NCBH Outpatient Endoscopy Charlois, NCBH Outpatient Endoscopy Quaker Lane, High Point Surgery Center (HPSC), Premier Surgery Center (PSC), Wake Forest Baptist Imaging, LLC (WFBI), Wake Forest University School of Medicine (WFSOM), and Ambulatory Care Services (ACS).

DEFINITIONS

- A. **No Call/No Show:** When a teammate does not report to work as scheduled and fails to notify the department of their absence, as required by the department notification procedure.
- B. **Occurrence:** An occurrence is any one of the following:
 - One unscheduled absence (partial-day, full-day or multiple consecutive days/shifts for the same reason)
 - Three incidents of tardy
 - Three incidents of leave early
 - A combination of three incidents of tardy/leave early
- C. **Partial-day Absence:** When a teammate works less than 50 percent of their scheduled shift and the time off was not approved in advance, as required by the department notification procedure.
- D. **Rolling 12-Month Period:** Measures backward 12 months from the date of the occurrence.
- E. **Tardy:** When a teammate fails to report to work at the scheduled start time, without advance approval by the leader.

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- F. **Leave Early:** When a teammate departs prior to the end of the scheduled shift and the time off was not approved in advance, as required by the department notification procedure.
- G. **Unscheduled Absence:** When a teammate does not work their scheduled day/shift and the time off was not approved in advance, as required by the department notification procedure.

POLICY

- A. Reliable attendance and timeliness is important and expected by AHWFB. Absenteeism and tardiness, when excessive could have a harmful effect on AHWFB's ability to provide quality care/services. Therefore, absence monitoring will be conducted on a regular basis and any identified issues will be addressed appropriately, including Counseling for Improved Performance (CFIP) up to and including end of employment.

1. Application of Policy

- a. Unscheduled absences that occurred in a rolling 12 month period are considered active and may be counted as an occurrence, per the above definition. Unscheduled absences older than one year will not be considered active.
- b. A continuous period of unscheduled absence that spans consecutive work days/shifts should be counted as one occurrence, when the absences are for the same reason.
- c. If a teammate is absent more than three (3) consecutive work days/shifts due to a personal illness or the illness of an immediate family member, the teammate should be referred New York Life at 888-842-4462 (8 a.-8 p. ET). Live chat is also available during these hours @ mynylgbs.com/auth
- d. A teammate who is absent from work for more than fifteen (15) consecutive days/shifts without approval may be subject to CFIP, up to and including the end of employment.
- e. CFIP's apply to the teammate and will follow them should they transfer to another department/location/facility, providing the CFIP is less than one year from the date of issue.
- f. Leaders may use discretion when determining which situations qualify as an occurrence. Leaders are encouraged to consult with Teammate Relations for assistance in evaluating special circumstances.

2. Application of Counseling for Improved Performance Process

- a. Attendance should be reviewed on a regular basis and the rolling 12 month period should be applied each time a teammate's attendance is reviewed. Any occurrence date(s) older than 12 months (from the date the review is being conducted) will no longer be considered active and should not be counted toward the total number of occurrences.
- b. To begin the CFIP process a teammate **must have at least the minimum number of occurrences** based on the chart below:

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| Minimum Number of Occurrences | | | | |
|---------------------------------------|--|--|--|--|
| Days/Shifts worked per week | Verbal Counseling | Written Counseling | Final Written Counseling | End of Employment |
| 5 | 6 | 8 | 10 | 12 |
| 4 | 5 | 7 | 9 | 11 |
| 3 | 4 | 6 | 8 | 10 |
| 2 | 2 | 4 | 6 | 8 |
| PRN (as defined by the department) | 1 | 2 | 3 | 4 |
| PRN with Departmental Requirements | N/A | 1 st instance of failure to meet requirements | 2 nd instance of failure to meet requirements | 3 rd instance of failure to meet requirements |
| No Call/No Show | Leaders should consult with Teammate Relations for guidance on how to address these instances. | | | |

c. When administering CFIP's for attendance (and no other corrective actions exist) leaders must begin with a Verbal Counseling regardless of the number of occurrences the teammate has incurred. Skipping levels for attendance counseling is not permitted.

d. In order to advance to the next level of counseling for attendance, after applying the 12 month rolling calendar look back, a teammate **must still have the minimum number of active occurrences to be in the counseling process AND have at least two (2) additional occurrences since the last CFIP was issued.**

3. Questions regarding how to apply this policy should be directed to Teammate Relations by contacting the HR Service Center at 336-716-6464.

REFERENCES

None

ATTACHMENTS

None

REVISION DATES

07/1999, 06/2022, 05/2005, 09/2006, 03/2015, 12/2015, 08/16/2022, 09/30/2024