

Title: Attendance Policy (Wake Market)		Published Date: 07/01/2025
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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 all teammates within Advocate Health Inc. entities of the North Carolina/Georgia Division's Wake Area, to include North Carolina Baptist Hospital, Davie Medical Center, Lexington Medical Center, High Point Medical Center, Wilkes Medical Center, NC Baptist Hospital Outpatient Endoscopy Charlois, NC Baptist Hospital Outpatient Endoscopy Quaker Lane, Wake Forest Baptist Outpatient Surgery, Wake Forest Ambulatory Ventures LLC, Wake Forest Baptist Imaging LLC, Wake Forest University School of Medicine, and Ambulatory Care Services.

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 Corrective Action 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 workdays/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 workdays/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 at: 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 Corrective Action, up to and including the end of employment.
- e. Corrective Actions apply to the teammate and will follow them should they transfer to another department/location/facility, providing the Corrective Action 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 Corrective Action

- 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 Corrective Action plan for attendance, 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 Documented Coaching	Corrective Action	Final Corrective Action	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 Teammate Relations for guidance on how to address these instances.			

c. When reviewing a teammates attendance and no other corrective actions exist leaders must begin with a Verbal Documented Coaching regardless of the number of occurrences the teammate has incurred. Skipping levels for attendance is not permitted, likewise the process is progressive in nature.

d. In order to advance to the next level of corrective action for attendance, (after applying the 12-month rolling calendar look back), a teammate **must have had at least two (2) new occurrences since the last level of corrective action AND have minimum of six (6) active occurrences. The six (6) active occurrences may include the two (2) new occurrences.** (This example is based on a 5 day/shift per week teammate.)

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, 07/01/2025