



Approved by: Joy Ledbetter

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HUMAN RESOURCES

Supersedes: 1/14/2008, 12/20/2012, 3/1/2016

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Primary Responsible Parties: W. Hess

Secondary Responsible Parties: L. Plantamura

Joint Commission Standard: HR

SUBJECT: ABSENTEEISM, TARDINESS, AND MISSED PUNCHES

I. POLICY

UnityPoint Health must be prepared to meet the demands for service throughout each day, every day of the year. Good attendance is essential to the smooth and efficient operation of each department. Excessive absences and tardiness cause disruption to workflow, loss of continuity to patient care, an unnecessary burden on other team members, and reflect poorly on a team member’s work record. Team members are expected to arrive to work promptly for each scheduled shift. Arriving to work promptly means reporting to work when scheduled and being ready to work on time. An absence from work that is not planned and approved in advance is considered an unscheduled absence. Excessive unscheduled absences, including unscheduled partial days and tardiness, may lead to corrective action up to and including termination of employment.

II. PURPOSE AND STANDARD

The purpose of this Policy is to provide team members with an understanding of what is considered an absence, tardy, or early departure and the guidelines for corrective action.

III. POLICY SCOPE

This Policy applies to all Methodist Health Services Corporation affiliates. UnityPoint Health–Methodist, UnityPoint Health–Proctor, UnityPoint Health–Pekin.

IV. GENERAL INFORMATION

All team members are expected to consistently meet the attendance requirements for their positions. Leaders are responsible for monitoring team member attendance for excessive absence/tardiness. When evaluating the number of absences and/or tardies/early departures, leaders should use the following definitions:

1. **Absence:** Defined as missing ½ or more of the scheduled shift without advanced approval (as defined by department specific guidelines). Does not include absences due to jury duty, military duty, bereavement days, as a request of management to meet low census needs, an approved FMLA leave, an approved absence under Workers Compensation, severe weather that impacts travel when designated by CEO or designee, or team members who are a part of a voluntary emergency

department such as EMT or Firefighter and are functioning as a volunteer emergency worker. Except in the case of low census days, hourly team members must use paid time off (PTO) for scheduled and unscheduled time off.

2. **Illness:** Defined as being away from duty for a shift or more due to a non-job related personal illness or injury. Does not include leave approved under Family Medical Leave Act (FMLA). In the event of extended illness/injury, the team member will be required to keep his/her leader informed of when a return to work is expected. If a team member is absent due to illness for three (3) or more consecutive days, a written release from a physician is required to return to work. The release should be submitted to Employee Health prior to reporting to duty and it must be on the UnityPoint Health return to work form. Questions about leaves of absence and disability benefits should be directed to the Leaves Specialist at 888-543-2275.
3. **Holiday:** Defined as the recognized holidays by the organization: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.
4. **Tardy:** Defined as missing less than ½ of the scheduled shift, a missed punch/time stamp in Kronos, failure to follow clock in procedures, or each time a team member is not at the work station ready to begin work at the start of the shift. Tardiness as a part of an approved intermittent leave under FMLA is not counted.
5. **Early Departure:** Defined as leaving the work station without advance approval for personal reasons including illness and family concerns. For example, if a team member who is scheduled to work until 4:30 pm clocks out/time stamp at 4:29 pm or earlier without prior approval by the leader, it will be considered an unapproved early departure. Early departure as a part of an approved intermittent leave under the FMLA is not counted.
6. **Occurrence:** An absence or illness, or 2 instances of tardy or early departure. (Several consecutive scheduled days of illness is considered one occurrence for the purpose of this policy.) Absences and tardies/early departures will be combined to count total occurrences. Episodes approved as leave under FMLA are not counted. Occurrences expire 12 months from the date of the occurrence.

Attendance Guidelines

Although all team members are expected to be at work on a consistent basis, UnityPoint Health recognizes that there may be times when attendance is not possible. Therefore, the following guidelines have been established for use in determining appropriate corrective action for absenteeism:

Number of Occurrences in a Continuous 12 Month Period	Corrective Action (Each of these steps are documented on the Corrective Action form)
4	Coaching/Counseling awareness discussion
5	Verbal Warning
6	Written Warning
7	Final Written Warning
8	Termination

Holiday Guidelines

An absence on a scheduled holiday will result in 2 occurrences. A tardy or early departure on a scheduled holiday will result in 1 occurrence.

Reasonable Accommodation

UnityPoint Health will provide reasonable accommodations to qualified individuals with a disability as defined by the Americans with Disabilities Act. If a team member requests a reasonable accommodation for disability-related illnesses/absences/tardies, he/she should be directed to contact the Leaves Specialist at 888-543-2275.

Giving Notice of Absence

Employees who cannot report for duty as scheduled are required to notify their manager as soon as possible prior to their scheduled starting time and according to department-specific requirements where applicable.

Leaders in each department are responsible for determining the amount of advance notice required and communicating that information to all team members in the department.

No Call/No Show (Absence Without Notice)

All team members are expected to notify his/her leader if they are unable to report for work as scheduled. Not reporting to work and not calling to report the absence is a serious matter. The following guidelines have been established for use in determining appropriate corrective action when the team member is a no call/no show.

Number of Occurrences in a Continuous 12 Month Period	Corrective Action (Each of these steps are documented on the Corrective Action form)
1	Final Written
2	Termination

Any team member who fails to report for work for two consecutively scheduled shifts without notifying his/her leader will be considered to have voluntarily quit.

If the team member is already in the corrective action process when a no call/no show occurs, the corrective action process may be accelerated.

Clock in Procedures

A team member must be at his/her work station and ready to work at the beginning of the scheduled shift. For example, a team member who is scheduled to work at 8:00 am must clock in/time stamp no later than 8:00 am and be at his/her work station and ready to work. A team member who begins work at 8:00 am is considered tardy if the clock in /time stamp is at 8:01 am or later.

Team members who are required to change into and out of job-specific clothing must clock in/time stamp no later than the start of the shift. Team members then have until seven minutes after the start of the shift to change clothes and be at his/her work station ready to begin the job duties. He/she can leave his/her work station no earlier than seven minutes before the end of his/her shift to change out of job specific clothing. For example, a team member who is scheduled to work 7:00 am -3:30 pm must clock in/time stamp no later than 7:00 am, change into his/her job-specific clothes and be at his/her work station ready to work no later than 7:07 am or he/she will be considered tardy.

An hourly team member is expected to clock in/out/time stamp at his/her assigned or "home" time clock unless other arrangements have been made with the department. Failure to follow time clock procedures, including clock in or out/time stamp for duty and when leaving the campus and returning from break/lunch, will count as a tardy for each occurrence.