



Policy Name:

Attendance

Department/Service Line:

Human Resources

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Location:

All

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Human Resources Policy Review Team

SCOPE

The Attendance Policy (the Policy) applies to all employees of Baylor Scott & White Holdings, and its Controlled affiliates (collectively, "BSWH System").

PURPOSE

The purpose of this Policy is to illustrate BSWH System's commitment to providing safe, quality, compassionate patient care, and demonstrating respect for our coworkers.

POLICY

As part of our mission to provide safe, quality, compassionate patient care, BSWH System expects all employees to arrive on time, ready to work, for every scheduled shift. Unscheduled absences should be reported to your supervisor or designee as outlined below:

1. Reporting Your Absence

- 1.1. You should contact your supervisor (or designee) as soon as possible to report your unscheduled absence. If you're going to be late to work, or if you need to leave work early, you should personally contact your supervisor or designee as soon as possible to ensure appropriate staffing to meet patient, customer, and internal team member needs. No one else (for example, a family member or roommate) should report your absence, tardy, or your need to leave work early unless there are extenuating circumstances. Each department will determine how employees will make contact to report an absence, tardy, or a need to leave work early. Check with your supervisor to learn the requirements that apply to you (for example, leaving a voice mail, speaking with a live person, contacting a staffing office or coordinator, or sending an email).
- 1.2. Minimum Time Notification – employees must contact the supervisor or designee (for example, call supervisor or designee) at least 3 hours before start of shift.
- 1.3. Use of PTO – if you have an unscheduled absence, you must use paid time off (PTO), if applicable, for the hours you missed before going unpaid. For specific PTO eligibility, see Paid Time Off (PTO) policy.

2. Tardiness

- 2.1. If you are unable to report to work on time, you must personally notify your supervisor or designee immediately.
- 2.2. If you are not at your assigned work station and ready to work at the start of your shift time or after any meal break, it will be considered a tardy.
- 2.3. Failure to badge will also be considered a tardy unless an extenuating and verifiable situation exists. Example, badge reader is not functioning.

3. Occurrences

- 3.1. Employees will receive an occurrence for any unscheduled absence from work that isn't approved. One occurrence usually includes all consecutive, scheduled work days you miss for the same reason (for example if you're home sick for 3 days on an unapproved absence, that absence counts as one occurrence).
- 3.2. If you leave your shift/work day at any time before completion you will receive an occurrence.
- 3.3. Management approval to leave early due to low census or light workload would not be considered an occurrence.
- 3.4. Two tardies will result in one occurrence.

4. "No call/No show"

- 4.1. Consecutive days - Employees who fail to report to work at their shift start and do not call in for two consecutive scheduled work days will be terminated for job abandonment.
- 4.2. Single one day event
 - 4.2.1. Any single events of an unexcused no call/no show will receive a final warning.
 - 4.2.2. More than two final warnings of single events for no call/no show in a rolling 12- month period may result in separation from employment upon receiving the third final occurrence.

5. Corrective Action Steps

- 5.1. The following chart explains the corrective actions that will be taken within any rolling 12-month period:

Corrective Action	Occurrences
Verbal warning	3 occurrences
Written warning	5 occurrences
Final warning	7 occurrences
Separation from employment	8 occurrences

- 5.2. Corrective actions and performance issues are evaluated collectively (see the Performance Improvement Policy). For example, if an employee receives additional corrective action for performance and/or behavioral issues while in the corrective action process for attendance, he or she may be separated from employment immediately without advancing through the additional steps in the attendance process. Supervisors should consult with their HR contact for guidance.
- 5.3. An employee should not be placed on a final warning for attendance or tardiness more than twice. At the manager's discretion, an employee may be terminated if attendance reaches an unacceptable standard that will warrant a final warning for a third time. Manager should consult with their assigned Human Resources Business Partner for guidance.
6. Absences Not Subject To This Attendance Policy – this Policy does not apply to the following types of absences and should not count as occurrences:
 - 6.1. Approved, eligible for approval or in the review process:
 - Absences covered by the Safe Choice Plan
 - Absences under the Americans with Disabilities Act (ADA)
 - Absences under the Family and Medical Leave Act (FMLA), both continuous and intermittent.
 - 6.2. Approved adjusted hours
 - 6.3. Approved educational activities
 - 6.4. Bereavement leave
 - 6.5. BSWH System business
 - 6.6. Civic duty (Jury Duty)
 - 6.7. Military leave
 - 6.8. Scheduled PTO
 - 6.9. Time off due to low census
 - 6.10. Time off to vote

Supervisors should consult with Human Resources (HR) for guidance in handling employee absences that may qualify under the Family and Medical Leave Act (FMLA), both continuous and intermittent, the Americans with Disabilities Act (ADA), on-the-job injuries subject to the Safe Choice Plan.
7. Inclement Weather - Absence due to inclement weather or other hazardous conditions refer to the Staffing During Hazardous Conditions policy.

DEFINITIONS

When used in this Policy these terms have the following meaning:

No Call/No Show – absence from work without calling to notify your supervisor or designee in advance of the absence, unless there are extenuating circumstances. More than two final warnings of no call/no show in a rolling 12- month period may result in separation from employment upon receiving the third final occurrence.

Occurrence – one unscheduled absence or two episodes of tardiness. One occurrence usually includes all consecutive scheduled workdays you miss for the same reason. You are expected to complete your full shift; leaving before the end of your shift is an occurrence.

Rolling 12-month period – begins at the time of the first recorded occurrence.

Scheduled Absences – time away from work which is in accordance with the Attendance Policy and has been approved in advance by your supervisor or designee. Examples of scheduled absences include PTO, vacation, holidays, and approved time off.

Tardy – being not ready to work, in proper work attire, at your scheduled start time or after any meal break. If you arrive less than one hour it is considered a tardy. If you arrive greater than one hour it is an occurrence. Two tardies equal one occurrence.

Unscheduled Absences – failure to report to work on a scheduled work day that is not reported and approved in advance by your supervisor or designee in accordance with the Attendance Policy. (Note – on-the-job injuries are covered through the Safe Choice Plan and are not subject to this Policy).

PROCEDURES

Employee – you're responsible for:

1. Understanding and following the Attendance Policy
2. Only using the time clock or computer designated by the supervisor to record time, if applicable
3. Monitoring your time and ensuring that you badge in and out or report to work at the correct time. Understand that leaving your shift/work day before completion you will receive an occurrence.
4. If you are unable to badge in or out, it is your responsibility to notify your immediate supervisor or designee immediately. Failure to badge in will be considered as an episode of tardiness unless an extenuating and verifiable situation exists. Example, badge reader is not functioning.
5. Two tardies equal one occurrence.
6. Allowing or asking another employee to clock in and out for you will result in corrective action, up to and including separation from employment.

7. Making contact with your supervisor (or designee) when you're going to be absent, tardy, and/or when you need to leave work before the end of your scheduled shift
8. Understanding your departmental reporting expectations (for example how to make contact, when leaving a message is appropriate, etc.)

Supervisors – you're responsible for:

9. Communicating the Attendance Policy, the department notification processes (for example, how to make contact, when leaving a message is appropriate, etc.), and your expectations of the employee
10. Keep schedules current in appropriate timekeeping systems. Review time records on a consistent basis and monitor for compliance.
11. Tracking and documenting occurrences consistently
12. Acting early when an attendance or tardiness issue arises
13. Providing timely coaching for the employee
14. Consistently and fairly enforcing the Policy with all employees
15. Consulting with his or her HR Business Partner for guidance in handling employee absences that may qualify under the FMLA, both continuous and intermittent, the ADA, on-the-job injuries subject to the Safe Choice Plan, or other employment-protected absences such as jury duty, time off to vote, bereavement leave, and military leave.

REFERENCES

There are no references cited in association with this Policy.

RELATED INTERNAL DOCUMENTS

<u>Document Identifier</u>	<u>Document Name</u>
BSWH SYSTEM.HR.PERF.002.P	Performance Improvement
BSWH SYSTEM.HR.TIME.001.P	Family & Medical Leave of Absence
BSWH SYSTEM.HR.TIME.002.P	Bereavement Leave
BSWH SYSTEM.HR.TIME.004.P	Jury Duty & Court Appearances
BSWH SYSTEM.HR.TIME.006.P	Military Leave of Absence
BSWH SYSTEM.HR.TIME.008.P	Paid Time Off (PTO)
BSWH SYSTEM.HR.TIME.012.P	Voting
BSWH SYSTEM.HR.TWRK.003.P	Staffing During Hazardous Conditions
BSWH SYSTEM.HR.WKPL.007.P	Reasonable Accommodation

ATTACHMENTS

<u>Document Identifier</u>	<u>Document Name</u>
BSWH SYSTEM.HR.PERF.002.A	Employee Counseling Form