

## TRAINING UPDATE

**Lab Location:** GEC, SGAH & WAH  
**Department:** All Staff

**Date Distributed:** 2/6/2014  
**Due Date:** 2/28/2014  
**Implementation:** 3/1/2014

### DESCRIPTION OF PROCEDURE REVISION

<b>Name of procedure:</b>
<b>Attendance Policy GEC.L24 / SGAH.L26 / WAH.L26 v4</b> <b>Inclement Weather GEC.L20 / SGAH.L22 / WAH.L22 v2</b>
<b>Description of change(s):</b>
<p><b>Attendance Policy</b> Sections 5 &amp; 6.D.3: add restriction for emergency day use during inclement weather Section 6: replace Employee Services with Human Resources Service Center (HRSC) throughout</p> <p><b>Inclement Weather</b> Section 5: add restriction for emergency day use during inclement weather</p> <p><b>These revised SOPs will be implemented on March 1, 2014</b></p>

Document your compliance with this training update by taking the quiz in the MTS system.

**Approved draft for training all sites (version 4)**

Non-Technical SOP

<b>Title</b>	<b>Attendance Policy</b>	
<b>Prepared by</b>	Leslie Barrett	Date: 3/24/2009
<b>Owner</b>	Robert SanLuis, Lori Loffredo	Date: 11/26/2012

<b>Laboratory Approval</b>		
<b>Print Name and Title</b>	<b>Signature</b>	<b>Date</b>
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

<b>Review:</b>		
<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

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### **1. PURPOSE**

The purpose of this policy is to define attendance requirements and guidelines to administer the policy.

### **2. POLICY**

Attendance and timely arrival at work are essential functions of all positions. The Company's ability to operate efficiently and to service the interests of patients and customers depends upon the regular attendance of employees. Each employee has the responsibility to be at the work area at start time. Chronic or excessive absenteeism or tardiness has an effect on our ability to provide consistent and high quality patient care.

Unscheduled absences and/or tardiness will be addressed as outlined in the corporate Attendance Policy. Supervisors, Managers and Directors are accountable for ensuring that performance issues are addressed in a prompt and equitable manner.

It is ultimately the responsibility of each employee to report to the work station on time, to secure approval in advance for scheduling TOP (Time Off with Pay), and to notify his or her supervisor/manager in case of an unscheduled absence and late arrival.

In order for operations to continue with minimum impact, if possible early departure requests (from a scheduled shift) must be planned 3-5 days in advance and TOP may be required for approval.

At all times, the Company will comply with the requirements of the Family and Medical Leave Act (FMLA) and any other applicable federal, state, or local laws as they pertain to this policy. Quest Diagnostics will take the appropriate actions to change or correct any decisions based on additional information brought to our attention.

### 3. **SCOPE**

This policy delineates how Attendance Policy is applied. This policy applies to all employees located at the Quest Diagnostics Nichols Institute, Adventist Healthcare Laboratories.

### 4. **RESPONSIBILITY**

It is the responsibility of the directors, managers, and supervisors to monitor attendance and enforce this policy. Group leads and in charge technologists assist in monitoring attendance and informing the appropriate member of management of violators to this policy.

It is the responsibility of the Employee Service representative to support the facilities by interpreting Company attendance policies and assisting with the corrective action process, as necessary.

It is the responsibility of the staff to be aware of this policy and understand the consequences if absences and/or episodes of tardiness are excessive.

### 5. **DEFINITIONS**

**Scheduled Absence** Time off approved by manager at least the day before the date requested off.

**Unscheduled Absence** Time off that is not approved by manager or supervisor at least the day before the date absent.

**Tardy/Late** An employee who arrives late at his/her assigned work location and/or work station and/or not prepared to work at the beginning of his/her scheduled start time  
**or**  
An employee not returning from lunch or breaks per department policy

**Leaving Early** Leaving work or punching out prior to the end of a scheduled shift

**Meal Break** 30 min break, usually taken mid point during the shift  
Meal breaks may be scheduled by supervisor/manager to facilitate work flow

**Break** one 15 minute break than **may be allowed as work permits**

**No Call/No Show** Unscheduled absence without notification in accordance with the department's notification policy.

**Occurrence** A single incident of unscheduled absence or two (2) of unscheduled tardiness or early departures is considered 1 occurrence. An unscheduled absence of one or more consecutive workdays, up to a maximum of five, will count as one occurrence. Unscheduled absences beyond five consecutive workdays will be counted as one additional occurrence for each additional day absent unless a Leave of Absence is initiated and ultimately approved through Disability and Leave Services. If the absence is subsequently certified as a Leave of Absence, no occurrence will be assigned.

**Six (6) Month**

**Consideration Period** When determining the appropriate level of performance discussion an employee will receive, supervisors will look at the employee's attendance track record over the previous six (6) months. The initial level of discussion will be determined based upon any occurrences an employee has received during that timeframe. Once an employee has a level of discussion (Summary, Documented or Final) the employee will remain at that level for 6 months if there are no additional occurrences. If during the six month timeframe the employee progresses to the next level of Discussion, the employee will remain at that level for six (6) months from the date of that discussion, unless additional occurrences take place and progressive discussions are warranted. If no additional attendance actions occur within the six (6) month period, the level of discussion will generally be re-instated at the current level should subsequent occurrences take place.

**Emergency Day** One (1) unscheduled day or portion of a day per calendar year that the employee may identify to their manager that will not be counted towards the tracking of attendance. This day is available to employees with at least three (3) months of service. **This day cannot be used during inclement weather.**

**6. PROCEDURE**

**A. Scheduled Time Off**

1. The time off request must be approved by your manager at least the day before the time off or it will be considered an unscheduled absence. Management has the discretion to approve time off as scheduled based on business needs.
2. Refer to the policy **TOP (Time Off with Pay) Request** for specific details.

**B. Unscheduled Time Off**

1. Unscheduled time off is time that is not scheduled and approved by your manager prior to the date that you are absent. (1/2 day or more for exempt employees)

2. Call-ins are considered unscheduled time off. Unscheduled time off up to 5 consecutive days may count toward the calculation of the number of occurrences.
3. Unscheduled absences will count as one (1) occurrence.
4. Employees should call prior to their start time and speak **to their supervisor, manager or designee to report an absence**. **The procedure for reporting an absence is to call your supervisor, manager or shift group lead a minimum of four hours in advance so staffing can be assessed**. You are required to call in each day you are absent for unscheduled absences, unless you are on an approved Leave of Absence.

### **C. Tardiness/Leaving Early – Non Exempt Employees**

1. Tardiness is punching in after your designated start time **and counts as one-half (1/2) occurrence of absence**. **An employee who is not at his/her work station prepared to work at the beginning of his/her scheduled start time is considered tardy.**
2. Leaving early is punching out before the scheduled end of your shift (quit time) or not completing your scheduled shift for nonexempt employees without prior supervisor approval. **Unapproved leaving early of any duration of time may count as one-half (1/2) occurrence of absence.**

### **D. Emergency Day**

1. An employee may designate one (1) unscheduled day or portion of a day per calendar year to their manager that will not be counted towards the tracking of attendance.
2. This day is available to employees with at least three (3) months of service.
3. The emergency day is not available for use on a company holiday, on scheduled work days before or after company holidays or for an unscheduled day that had been previously denied. **It may not be used during inclement weather.**
4. Employees must indicate their intent to use an emergency day when they notify their manager of their absence, late arrival (tardy) or leaving early.
5. Utilize the comment code “Emergency Day” in WorkForce Central to track the use of the day.

### **E. Components of Attendance Management Policy**

Unscheduled absences, tardiness and early departures will be tracked on a 6 month basis. If less than 6 months pass between occurrences, the following levels of discussions may take place. If 6 months pass and there are no additional levels of discussions, the employee will be removed from the Attendance Management Process.

<b>If...</b>	<b>And...</b>	<b>Then....Course of Action</b>
Employee has no current attendance issues	Employee incurs two (2) occurrences in a six (6) month period	<b>Counseling Session takes place</b> – informal discussion regarding expectations and policy guidelines. No documentation needed
Employee has been issued a <b>Counseling Session</b> in the last six (6) months	Employee incurs one (1) additional occurrence within six (6) months from the date in which a <b>Counseling Session</b> took place	<b>Summary of Discussion takes place</b> – written expectations, impact to patients, and dept. Employee signature is not required; documentation maintained in department file. Copy should be given to employee.
A <b>Summary of Discussion</b> has been held with the employee in the last six (6) months	Employee incurs two (2) additional occurrences within six (6) months from the date in which a <b>Summary of Discussion</b> took place	<b>Documented Discussion takes place</b> - written expectations, impact to patients, and dept., action plan to improve, consequences if no improvement. Review and approval by <b>Human Resources Service Center (HRSC)</b> prior to administering; employee signature is required and document placed in ES file with copy of Summary of Discussion. Copy should be given to employee.
A <b>Documented Discussion</b> has been held with the employee in the last six (6) months	Employee incurs one (1) additional occurrence within six (6) months from the date in which a <b>Documented Discussion</b> took place	<b>Final Discussion</b> - written expectations, impact to patients, and dept., plan to improve, consequences if no improvement. Review and approval by <b>Human Resources Service Center (HRSC)</b> prior to administering, employee signature is required and document placed in ES file. Copy should be given to employee.
A <b>Final Discussion</b> has been held with the employee in the last six (6) months	Employee incurs one (1) additional occurrence within six (6) months from the date in which a <b>Final Discussion</b> took place	<b>Recommendation for Termination.</b> Written Documentation summarizing the reason for termination. <b>Review and approval by Human Resources Service Center (HRSC)</b> prior to administering. Document placed in <b>employee file</b> . Employee signature is not required. Copies should not be given to employee.

An unscheduled absence of one or more consecutive workdays, up to a maximum of five, will count as one occurrence. Unscheduled absences beyond five consecutive workdays will be counted as one additional occurrence for each additional day absent unless a Leave of Absence is initiated and ultimately approved through Disability and Leave Services. If the absence is subsequently certified as a Leave of Absence, no occurrence will be assigned.

## **F. No Call No Show:**

Employees are required to notify their Supervisor or other designated individual(s) each day they are unable to report to work.

Employees who fail to notify their Supervisor or designated individual(s) of an absence, resulting in a *no call no show* may be subject to the following escalated levels of discussion. If already under performance management for attendance, the appropriate level of discussion will be applied.

One absence without notification within a 12 month period	<b>DOCUMENTED DISCUSSION</b>
Second absence without notification within a 12 month period	<b>TERMINATION OF EMPLOYMENT</b>
Two consecutive days without notification	<b>TERMINATION OF EMPLOYMENT</b>

**Consult with Human Resources Service Center (HRSC) to obtain approval.**

## **G. Previously Denied Time Off**

An employee who takes an unscheduled day after being denied the time off may be placed at the next level of performance management for attendance. If the time off exceeds 2 or more consecutive days the level of performance management will move up two levels. An employee may receive a final warning if 5 or more consecutive days of previously denied time off are taken.

## **H. Absences Before, On, or After Holidays and Other Scheduled Time Off**

An employee who has an unscheduled absence on the workday preceding, on, or following a Company recognized holiday or preceding/following an approved absence, may be placed at the next level of performance management, beginning with the Summary of Discussion.

## **I. Attendance Management Progression and Documentation needed**

**Generally**, if an employee has an occurrence within six (6) calendar months of their most recent occurrence, the employee will move to the next level in the Attendance Management process. If no additional attendance actions occur within the six (6) month period, the level of discussion will generally be re-instated at the current level should subsequent occurrences take place.

- **First Step** – Counseling session - informal discussion regarding expectations and policy guidelines. No documentation needed
- **Second Step** - Summary of Discussion- written expectations, impact to others (e.g. patients, co-workers, department personnel); action plan to improve. Employee



signature is not required and the document is held by the supervisor and only submitted for filing if the employee goes to the next step. Copy of document should be given to employee.

- **Third Step** - Documented Discussion - written expectations, impact attendance has on others (e.g. patients, co- workers, department personnel); action plan to improve and consequences if attendance does not improve. Document requires employee signature and placed in ES file. **Review and approval by Human Resources Service Center (HRSC)** to being administered to the employee. Copy of document should be given to employee.
- **Fourth Step** - Final Discussion - written expectations, impact attendance has on others (e.g. patients, co- workers, department personnel); action plan to improve and consequences if attendance does not improve. Document requires employee signature and placed in ES file. **Review and approval by Human Resources Service Center (HRSC)** prior to being administered to the employee. Copy of document should be given to employee.
- **Additional Occurrence** - Recommendation for Termination – Write up placed in file, **Review and approval by Human Resources Service Center (HRSC)** prior to being administered to the employee. Employee signature is not required. Copy of document should not be given to employee.

Depending on the nature of the incident, performance management steps may be advanced or immediate termination may occur. The most recent level of discussion will stay active for six (6) months for purposes of determining the appropriate step in the Attendance Management process; however the documentation will continue to remain in the employee personnel file.

Patterns of absenteeism/tardy- An employee, who exhibits habitual unscheduled absences, consistently receives attendance management and/or exhibits patterns of absenteeism and arriving late, will be subject to accelerated attendance management up to and including termination.

## **J. Recordkeeping**

It is the supervisor and/or manager's responsibility to ensure that all incidents of tardiness, leaving early and unscheduled/scheduled absences are properly categorized using established business processes and that documented discussions are implemented timely with appropriate consultation **and approval by Human Resources Service Center (HRSC)**. Discussions should be conducted with the employee in a timely manner.

**All documentation is required to be forwarded to the HRSC for review prior to approval and once signatures, if required, are obtained.**

**K. Notification Requirements**

Each manager or supervisor may define the advance notification requirements and procedures of the department. In the absence of a specific department advance notification requirement, notification requirements for unscheduled absences or tardiness should be no less than one hour before the start of the shift. When employees know in advance that they will be absent, late or leaving early, they must follow department procedures for advising their supervisor or designated department contact within the time frame specified by the department. Failure to adhere to this requirement will result in performance management for attendance.

Employees are required to call in daily unless they are on an approved Leave of Absence (LOA).

**7. RELATED DOCUMENTS**

TOP (Time Off with Pay) Request, Laboratory policy  
[Inclement Weather](#), Laboratory policy

Summary of Discussion memo  
 Record of Formal Performance Management  
 Performance Improvement Plan template  
 Recommendation for Termination template

These forms are found available through Outlook via the following path:  
 Public Folders/All Public Folders/Chantilly/Employee Service/ES Forms

**8. REFERENCES**

Quest Diagnostics, Attendance Policy & Guidelines for Administration, Effective April 1, 2009

**9. REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L026.002		
000	4/8/2010	Updated owner	L. Barrett	L. Loffredo
001	8/15/2011	Update owner Section 2: formatting change, add early departure requests Section 5: add meal break and break Section 6: add reference to TOP policy, detail added to item B.4 Section 7: add TOP policy	L Loffredo E Abram	L. Loffredo
002	11/26/2012	Update owner Section 5: delete strike out in definition of Tardy Section 6: describe documentation in D.5	L Loffredo E Abram	L. Loffredo

Form revised 3/31/00

003		Sections 5 & 6.D.3: add restriction for emergency day use during inclement weather Section 6: replace Employee Services with Human Resources Service Center (HRSC) throughout Section 7: add Inclement Weather policy Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	L Loffredo	L. Loffredo

**10. ADDENDA AND APPENDICES**

None

Non-Technical SOP

<b>Title</b>	<b>Inclement Weather</b>	
<b>Prepared by</b>	Leslie Barrett	Date: 2/23/2009
<b>Owner</b>	Lori Loffredo	Date: 2/23/2009

Laboratory Approval		
Print Name and Title	Signature	Date
Refer to the electronic signature page for approval and approval dates.		
Local Issue Date:	Local Effective Date:	

Review:		
Print Name	Signature	Date

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- 1. PURPOSE**  
 As a healthcare provider, Quest Diagnostics, must be prepared to meet the laboratory needs of the patients it serves around the clock. These essential services cannot be suspended; therefore, the Laboratory's policy toward inclement weather must reflect the nature of its work.
  
  - 2. SCOPE**  
 The Laboratory will remain open and provide essential services for patient care.
  
  - 3. RESPONSIBILITY**  
 Laboratory employees should make every effort to report for work. When driving is difficult, start early to allow for extra travel time.  
  
 It is the responsibility of the employee to contact his supervisor during such emergencies and to report the conditions that are peculiar to their own situation. Laboratory staff from previous shifts will be held over until relieved by the on coming shift.  
  
 Regardless of circumstances patient care must go on; therefore, laboratory managers and supervisors must know on whom they can depend in covering operations.
  
  - 4. DEFINITIONS**  
 None
  
  - 5. PROCEDURE**
    1. A Hazardous Weather Plan may be put into place in the event of snow or hazardous weather conditions that prevent personnel from using normal modes of travel. This plan provides for some essential personnel to be transported to the hospital by 4-wheel drive vehicles. Employees should be familiar with each hospitals specific Plan beforehand.

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2. To determine if the Hazardous Weather Plan is in effect:  
 Employees at WAH should call 301-891-5333 (Hazardous Weather Command Center)  
 Employees at SGAH should contact their supervisor or incharge staff.
3. Transportation assistance for essential personnel is coordinated by the manager, supervisor, or incharge tech with the hospital's Hazardous Weather Command Center.
4. The rules of the Laboratory relative to the action of employees during bad weather or other emergencies keys on the communication between the supervisor and the employee. During these periods:
  - a. schedules may be adjusted to provide adequate coverage
  - b. employees are required to check with the supervisor or incharge tech before going off duty
  - c. employees may NOT request an emergency day during inclement weather in order to avoid attendance disciplinary action

6. **RELATED DOCUMENTS**  
 Hazardous Weather Conditions, WAH policy #2542  
 Hazardous Weather Plan, SGAH policy #34002  
[Attendance Policy](#), [Laboratory policy](#)

7. **REFERENCES**  
 N/A

8. **REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L028.01		
000	3/10/2010	Updated owner	L. Barrett	L. Loffredo
001	1/31/2014	Section 5: add restriction for emergency day use during inclement weather Section 6: add Attendance Policy Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	L. Barrett	L. Loffredo

9. **ADDENDA AND APPENDICES**  
 None

Form revised 12/13/10