

## TRAINING UPDATE

**Lab Location:** GEC, SGMC & WAH  
**Department:** All staff

**Date Distributed:** 4/27/2018  
**Due Date:** 5/27/2018  
**Implementation:** 5/9/2018

### DESCRIPTION OF PROCEDURE REVISION

<b>Name of procedure:</b>
<b>Attendance Policy      SGAH.L26 v6</b> <i>This has been converted to a system SOP</i>
<b>Description of change(s):</b>
Header: add other sites Section 5: correct Occurrence to 3 consecutive days maximum used in calculating unscheduled absence Section 6: add Admin on call as option to report an unscheduled absence  <b>This revised SOP will be implemented on May 9, 2018</b>

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

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	Date: 4/18/2018

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

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

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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 and timely attendance of employees. Each employee has the responsibility to be at work when scheduled. While it is understood that all employees may on occasion experience an unexpected need to be late or absent or leave work early, chronic or excessive absenteeism or tardiness has an effect on our ability to consistently service our customers.

Managers and supervisors are accountable for ensuring that attendance issues are addressed in a prompt and equitable manner within their areas. However, it is ultimately the responsibility of each employee to report to work on time, to secure approval in advance for scheduling time off, and to notify his or her supervisor of an unscheduled absence, late arrival, or **request for** early departure from his or her scheduled shift.

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.

### **3. SCOPE**

This policy delineates how the Attendance Policy is applied. This policy applies to all employees located at the Quest Diagnostics 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 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 <b>or</b> 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 <b><u>may be allowed as work permits</u></b>
No Call/No Show	Not calling in and not reporting to work for the shift. It is also considered a no call/no show if you do not call in or report to work during the first half of your scheduled shift.
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 <b>three five</b> , will count as one occurrence. Unscheduled absences beyond <b>three five</b> 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 or 180 days. The initial level of discussion will be determined based upon any occurrences an employee has received during that timeframe. Once an employee is issued corrective action for attendance (Summary of Discussion, Written Warning or Final Written Warning), the employee will remain at that level for 6 months if there are no additional occurrences. If during the 6 month timeframe the employee progresses to the next level of Discussion, the employee will remain at that level for 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 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. Staffing will be taken into consideration before approving scheduled time off.
3. 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.

3. An unscheduled absence of one or more consecutive workdays, up to a maximum of three, will count as one occurrence.
4. Unscheduled absences beyond three (3) consecutive workdays will be counted as one additional occurrence for each additional day absent.
5. If an absence is due to a reason that qualifies, is initiated and ultimately approved as a Leave of Absence by Quest or a Third Party Designee (such as Cigna) or if the absence is covered by another applicable federal, state, or local law, (such as a Sick Leave Statute), no occurrence will be assigned.
6. Employees should call prior to their start time and speak to **their supervisor / manager, designee or Administrator on call to report an absence**. The **procedure for reporting an absence is to call a minimum of four (4) 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.**
3. Other timekeeping violations, including non-compliance with department meal and rest break policies, may also count as occurrences.

### 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. Corrective Action Guidelines

The following are general guidelines only. Actual corrective action may consider other important factors such as a pattern of attendance issues, availability of TOP/PTO and service. See section titled “Other Factors to Consider” for further details. Depending on the nature of the incident, corrective action may be advanced, up to and including immediate termination.

When determining the appropriate level of corrective action an employee will receive, the supervisor reviews the employee’s attendance record over the previous 6 months or 180 days.

If an employee is issued corrective action for attendance (Summary of Discussion, Written Warning or Final Written Warning), the employee will remain at that level for 6 months from the date of the last occurrence which resulted in corrective action.

An employee may receive a maximum of one occurrence for any standard absence, tardy, leave early, or non-compliance with department meal and rest break policies that occur during one work day.

Any additional occurrences (e.g., tardy, unscheduled absences, No Call/No Show, leaving early, etc.) within 6 months of the employee’s most recent occurrence may result in further corrective action, up to and including termination. If no additional occurrences are incurred after 6 months, attendance corrective action will start over unless a pattern of attendance issues develops.

#### Possible Scenarios and Outcomes:

<b>If...</b>	<b>And...</b>	<b>Possible Outcome</b>
Employee has no current attendance issues	Employee incurs three (3) occurrences in a 6 month/180 day period	<b>Summary of Discussion</b>
Typically a Summary of Discussion meeting has been held with the employee	Employee incurs <b>two (2) additional occurrences</b> within 6 months from the date of the last occurrence which resulted in a Summary of Discussion	<b>Written Warning</b>
Typically a Written Warning discussion has been held with the employee	Employee incurs <b>one (1) additional occurrence</b> within 6 months from the date of the last occurrence which resulted in a Written Warning	<b>Final Written Warning</b>
Typically a Final Written Warning discussion has been held with the employee	Employee incurs <b>one (1) additional occurrence</b> within 6 months from the date of the last occurrence which resulted in a Final Warning	<b>Termination</b>

Form revised 3/31/00

## F. Other Factors to Consider:

### 1. 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 escalated levels of corrective action as noted below. If an employee is already on corrective action for attendance, the appropriate skip-level step of corrective action may be applied.

Each day an employee does not provide notification of an absence and does not report to work, the supervisor should attempt to contact the employee or the emergency contact.

The attendance corrective action process for an employee with a No Call/No Show may be escalated by two levels, beginning with a Written Warning.

Occurrence	Corrective Action
One absence without notification within a 6 month (180 day) period	Written Warning
Second absence without notification within a 6 month (180 day) period	Termination

### 2. Job Abandonment

Failure to call in for two or more consecutive days is considered job abandonment and considered a voluntary resignation unless mitigating circumstances exist (such as the employee being incapacitated). The supervisor will attempt to make initial contact with the employee or the emergency contact. The supervisor may attempt a final call to the employee prior to Human Resources sending notification and termination paperwork to the employee's home.

### 3. 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 corrective action for attendance. If the time off exceeds 2 or more consecutive days the level of corrective action may be escalated two levels or more. An employee may receive a final warning if more than 5 consecutive days of previously denied time off are taken.

### 4. 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 corrective action.



## 5. Patterns

Patterns of absenteeism/tardy/early departures may result in accelerated attendance management up to and including termination. For example:

- habitual unscheduled absences prior to or after holidays; Monday/Friday absences;
- consistently being placed on attendance corrective action over subsequent 180 day periods

## G. 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** - 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.
- **Second Step** – Written Warning - 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.
- **Third Step** - Final Written Warning - 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, corrective action 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.

## H. 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.

## I. 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: Attendance

Written Warning: Attendance

Final Written Warning: Attendance

These forms are found available on the Quest intranet  
[http://questnet1.qdx.com/units\\_functions/hr/hrsc/myteam.htm#](http://questnet1.qdx.com/units_functions/hr/hrsc/myteam.htm#)  
Select Employee Career/Performance/Attendance forms

## 8. REFERENCES

Quest Diagnostics Attendance Policy, Effective August 30, 2015

## 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
003	1/31/2014	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 Barrett	L. Loffredo
4	4/1/2016	Section 2: update to match corporate policy Section 3: remove QDNI Section 4: remove ES representative Section 5: add detail for no call/no show; add job abandonment & patterns Section 6: corrective action and documented updated to match corporate policy; add job abandonment and patterns Section 7: update forms and intranet location	L Loffredo L Barrett	L. Loffredo
5	4/18/2018	Update owner Header: add other sites Section 5: correct Occurrence to 3 consecutive days maximum used in calculating unscheduled absence Section 6: add Admin on call as option to report an unscheduled absence	L Barrett	R SanLuis

## 10. ADDENDA AND APPENDICES

None