
Franciscan Health System
St. Joseph Medical Center

POLICY & PROCEDURE

POLICY NAME: ATTENDANCE

POLICY #: 120

DATE ADOPTED: 6/94

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REVISION DATE(S): 10/02, 2/04, 7/11, 7/12

PURPOSE

The purpose of this policy is to establish attendance standards in order to maintain efficiency, quality patient care, and to lessen the burden on co-workers. Further, this policy establishes a procedure to be followed when an employee is non-compliant with attendance expectations.

POLICY

St. Joseph Medical Center provides benefits and allowances for employees' absences through Paid Time Off (PTO) and Extended Illness Bank (EIB). However, short notice absences from scheduled work can affect cost, efficiency, patient care, and cause hardship on both co-workers and departmental operations. ***For this reason, the Hospital requires that employees limit their short notice occurrences (SNOs) to six in a 12-month period.*** This is a rolling 12-month period, rolling back from the date of the actual occurrence (i.e., an April 28, 2012 SNO would remain on an employee's record and be included with all other SNOs up to and including April 27, 2013). Consecutive scheduled days off for the same illness or emergency shall count as one occurrence.

1. An employee who is absent without contacting their supervisor for two (2) consecutive scheduled work days is considered to have voluntarily resigned without notice, and their separation from employment will then be processed as job abandonment.
2. An instance of No Call/No Show (failure to report for work or to call prior to the beginning of the shift to indicate inability to come to work) is grounds for immediate action and will result in a written warning for the first offense. Additionally, a SNO will be counted on the attendance record.
3. Patterned absenteeism is also grounds for corrective action under this policy.
4. Tardiness is a separate performance issue and is addressed in the Tardiness Policy #355.

I. PROCECURE

- A. A Short Notice Occurrence (SNO) is defined as less than thirty (30) days' notice, and includes:
1. When an employee is unable to work their scheduled shift (Note: Consecutive days off for the same illness or emergency, either as PTO or EIB, shall be considered one occurrence);
 2. When an employee leaves prior to the end of their scheduled shift at any time which would require the supervisor or designee to arrange for other coverage;
 3. When an employee is unreasonably tardy to the extent that their position requires coverage.

Exceptions may be made when the absence does not result in departmental overtime, to include:

- a. If an employee obtains pre-approval from their supervisor for a scheduled shift off;
 - b. If an employee arranges their own coverage for their scheduled shift with the permission of their immediate supervisor.
4. Patterns of absences may include, but are not limited to:
- a. Continued episodes of exceeding the threshold of six occurrences in a rolling twelve-month period.
 - b. Three or more instances which occur before or after scheduled days off in a rolling six (6) month period, (i.e., absences before or after vacations, holidays, regular days off, etc.)
 - c. Three or more absences occurring on the same day or date of the month in a rolling six (6) months.
5. When patterned absenteeism is identified, previously issued corrective actions will be reviewed for policy violations. Once a history of patterned absenteeism is verified, the corrective action process will not start over at the verbal warning level, but rather at the written or final warning level, depending on the circumstances. For this reason, corrective actions for attendance are never removed from the personnel file. Corrective action related to patterned absenteeism requires approval by the HR Representative.
6. A supervisor must be notified of all employee absences from scheduled hours. An employee **must** access their available accruals for any SNO.

7. If an employee's short notice occurrences remain at six or below, corrective action should not be pursued unless there are concerns regarding patterned occurrences or intentional abuse of the system. Any such corrective action requires the approval of the HR Representative.
8. When SNOs exceed six in a 12-month period, corrective action commences with a verbal warning. Corrective action progresses to the next level any time the employee exceeds the acceptable level of SNOs within a 12-month period.

II. RESPONSIBILITY

A. Employee:

1. If it is necessary for an employee to be absent for any reason which was not previously approved, the employee must notify their immediate supervisor or designee according to departmental policies. Absent a department-specific policy, employee is expected to call a minimum of two (2) hours prior to shift start time. Consecutive days off for the same illness or emergency, either as PTO or EIB, shall be considered one occurrence.
2. If an employee is unclear as to whether an absence will be counted as a SNO, this information should be obtained from their supervisor.
3. It is an employee's responsibility to keep track of their SNOs and to stay within the acceptable level of six in a 12-month period. If an employee is unclear about the number of SNOs on their record at any given time, it is the employee's obligation to find out from their supervisor.
4. It is an employee's responsibility to notify their supervisor immediately if their short notice absence is due to a medical condition of their own or their qualifying family member so that the supervisor can provide the employee with the appropriate leave of absence (e.g. Washington Family Care Act, Family Medical Leave Act or other state leave) if applicable. A timely and properly-certified absence which is considered to be a protected leave of absence will not count against the employee's attendance record as a short notice occurrence.

B. Supervisor:

1. The supervisor will ensure that the attendance policy is applied consistently to all staff.
2. The supervisor will monitor attendance records for their employees and provide the employee with a list of their SNOs upon request.

3. The supervisor will commence progressive corrective action when an employee exceeds the acceptable level of six SNOs in a rolling 12-month period, starting with a verbal warning. A warning should progress to the next level at any time the employee exceeds six (6) occurrences within twelve-months of the issue date on the last warning.
 - a. If corrective action for attendance reaches the written warning level, the supervisor should inquire of the employee if he or she has a need for a medical leave of absence. (In such event, the supervisor may require a note from the employee's healthcare provider.) The supervisor should also encourage the employee to utilize the Employee Assistance Program (EAP) in an effort to improve his or her attendance problem.
4. In the event corrective action progresses beyond the written warning stage, the supervisor must involve the HR Representative in the process.

NEXT REVIEW: 6/15
REQUIRED REVIEW: Human Resources
POLICY REPLACES: SJMC Policy #630P-330; Absenteeism
DOCUMENTATION: Attendance records maintained in Department; progressive discipline documentation maintained in employee's personnel file in Human Resources.
REFERENCE: Policy #270 *Paid Time Off (PTO)*
Policy #273 *Paid Time Off (PTO)*
Policy # 200 *Family Medical Leave (FMLA)*