
Franciscan Health System

St. Joseph Medical Center

POLICY & PROCEDURE

POLICY NAME: **TARDINESS**

POLICY #: **355**

DATE ADOPTED: 10/02

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REVISION DATE(S): 8/04, 6/05, 6/07, 7/11

PURPOSE

To establish standards for non-exempt (hourly) employee punctuality so as to promote quality patient care, increase organizational efficiency and lessen the burden on co-workers. To distinguish tardiness from absenteeism and establish a procedure to be followed when an employee repeatedly arrives late for scheduled shifts.

POLICY

Tardiness affects cost, efficiency, patient care, and causes disruption and hardship to both co-workers and departmental operations. Therefore, it is the expectation of St. Joseph Medical Center (SJMC) that employees be punctual. Any deviation from the scheduled start time must be approved in advance by the employee's supervisor.

I. PROCEDURE

- A. The official clock used for determining the exact time will be the clock on the time clock or the electronic timekeeping system.
- B. Tracking for tardiness is distinctly different from a short-notice absence and must be handled as a separate performance issue. However, if an employee is excessively tardy for a scheduled shift without proper notification, the employee will incur a short-notice occurrence. Excessively tardy will be defined as any of the following:
 1. Arriving more than sixty (60) minutes beyond the employee's scheduled start time.
 2. When replacement coverage is required (i.e., the shift had already been replaced so the employee was relieved and/or coverage resulted in overtime). When this situation occurs, the employee will generally be sent home and a short-notice occurrence shall be recorded on the employee's attendance record instead of a tardiness occurrence. In the event an employee is excessively late and allowed to stay for operational needs, the occurrence will count as a tardy.

3. By a departmental standard that is communicated to employees and is uniformly applied within the department.
- C. Tardiness is defined as arriving at the workstation and/or timeclock any time after the scheduled start time. A late return from a meal or rest break will be addressed as a performance issue separate from the tardiness policy. The supervisor should commence progressive corrective action in accordance with SJMC Policy #160, *Corrective Action* when an employee exceeds three (3) tardy occurrences in a rolling six (6) month period, starting with a verbal warning. Warnings should progress to the next level at any time the employee exceeds three (3) tardies within a rolling six (6) months for the duration of the warning which is twelve (12) months from the date the warning was issued.
- D. If compliance with the Tardiness Policy does not improve after a warning is issued, the supervisor must proceed to the next step of the progressive corrective action process unless twelve (12) months have passed since the last warning was issued. In the event it has been over twelve (12) months, the supervisor will begin the process over unless there is a continuous pattern as described in paragraph E below, in which event the supervisor shall review the situation with the HR Director or designee.
- E. It is the supervisor's discretion as to what, if any, flexibility will be given to work start times. If any discretion will be allowed, it will be communicated in a written departmental standard to employees, with the HR Manager's or designee's approval, and will be uniformly applied within the department. Decisions shall be based on operational and departmental needs. Regardless of any flexibility given to employees, the actual start and end times must be accurately recorded using the electronic timekeeping system for non-exempt (hourly) employees.
- F. When patterned tardy problems are suspected, previously issued corrective action will be reviewed for patterned policy violations. Corrective action related to patterned tardiness requires approval by the HR Director or designee. Once a history of patterned tardiness 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 action documents for tardiness are never removed from the personnel file.

II. RESPONSIBILITIES

A. Employees

1. Employees are expected to be present and be ready to work at the start of each scheduled shift. It is the employee's responsibility to know his/her work schedule and seek clarification, if necessary.

2. Employees are expected to notify their supervisor, or House Supervisor, as appropriate, if they will be more than fifteen (15) minutes late.
3. Non-exempt (hourly) employees must clock in using the electronic timekeeping system or web-based where applicable to accurately document all shift start and shift end times. Misuse of the electronic timekeeping system will constitute falsification as defined in SJMC Policy #365, *Timekeeping* and will be addressed through SJMC Policy #160, *Corrective Action*. The following situations constitute policy violations:
 - a) Requesting a co-worker to clock in or out for you;
 - b) Avoiding using the electronic timekeeping system in order to not accurately record the start and end times of work;
 - c) Clocking in or out on behalf of a co-worker;
 - d) Other misuse of the electronic timekeeping system;

B. Supervisors

1. Supervisors will ensure that all employees working under their direction receive consistent information as to report time expectations.
2. Supervisors will provide employees with a department-specific method for communicating to the supervisor that they will be tardy. In the absence of a department-specific standard, employees will call the appropriate supervisor or House Supervisor to advise that they will be tardy.
3. Supervisors will make staffing decisions to ensure that patient care and other operational needs are adequately maintained regardless of employee tardiness.
4. Supervisors will ensure that the electronic timekeeping system is used accurately and according to all applicable policies.
5. Supervisors will accurately track and record tardies on the attendance log or through the electronic timekeeping system using the comment fields. Information shall be provided to employees upon request.
6. Supervisors will issue corrective action, when an employee exceeds three (3) tardy occurrences in a rolling six (6) month period in accordance with SJMC Policy #160, *Corrective Action*. *The duration of corrective action for Tardiness is twelve (12) months from the date the warning was issued.*
7. Supervisors will contact the HR Department prior to the issuance of any corrective action above the written warning level and for patterned tardiness.

NEXT REVIEW: 6/13
REQUIRED REVIEW: Human Resources Department
POLICY REPLACES:
DOCUMENTATION: Tardy records are maintained in the department, corrective action documentation is maintained in the employee's personnel file located in the HR Department.
Timekeeping System documentation, department standards.
REFERENCE: Policy #120 *Attendance*
Policy #160 *Corrective Action*
Policy #365 *Timekeeping*