

<p>New Vision Medical Laboratories</p> <p>Human Resources Policy Manual</p> <p>Chapter 5: Employee Conduct, Expectations, and Responsibilities</p>		<p>Policy Number: nvml.hr.5.03a</p> <p>Initiation Date: 07/10/2016</p>
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SUBJECT: *ABSENTEEISM, TARDINESS, AND NOTIFICATION*

Scope: This policy applies to all non-exempt employees and sets forth the minimum expectations.

POLICY: Providing safe, high quality healthcare is the cornerstone of all we do. New Vision is deeply committed to a passionate, people-oriented approach to both healthcare and our employees. By taking a people-oriented approach, New Vision is committed to responding to the needs of its employees in order to enhance their lives. Regular, predictable, and timely attendance is an essential part of good job performance and is important to the planning, efficiency and provision of health care services. It is important that each employee be at work whenever scheduled. Each employee is expected to report to work on time on all shifts and strive for perfect attendance in support of customer service and patient safety outcomes.

It is the responsibility of the employee to contact the manager, or the manager's designee, as far in advance as possible if the employee is unable to report to work as scheduled. All employees must notify the manager or the manager's designee at least two hour before the scheduled start time.

Managers will review attendance and tardiness records and administer corrective action as appropriate. The following procedures are provided to set forth expected behavior of employees and to instruct managers to respond to attendance deviations.

PROCEDURE: *General Provisions:*

Each department or location will establish employee work schedules and time-recording processes to ensure consistent staffing and fulfillment of service needs. Attendance will be monitored and failure to comply will result in corrective action up to and including discharge.

Each employee is responsible to report on time. Unless an unforeseeable emergency prohibits notification, the employee must notify the immediate supervisor at least two hours before the scheduled start time.

Excessive absenteeism and/or tardiness may have an adverse effect on

an employee's future merit increase, success sharing payout, performance appraisal rating, transfer requests, and/or promotional opportunities, and may result in corrective action up and including termination.

Anytime an employee is absent from work for more than three (3) consecutive scheduled days/shifts, the employee must contact the Mercy Health Employee Health Department for a Leave of Absence application. An employee will be considered absent without approved leave unless a Leave of Absence request is approved.

An employee must apply PTO to each absence, unless employee has no PTO in his or her bank or is receiving some other type of Mercy Health pay (e.g. short-term disability, workers compensation, etc.). However, even when applying PTO, the employee's absence or tardiness will be treated as an occurrence for all purposes under this policy unless an exception applies.

Time and Attendance Corrective Action Procedures:

1. The Manager maintains absence and tardiness records for each employee. The absence and tardiness records are kept on a point system basis, with points assessed depending upon the nature of the absence.
2. The point system is based on occurrences during the preceding 365 days.
3. Points accumulated under this policy will be removed from the employee's record after 365 days for purposes of this policy. For example, on June 20, 2015, points accumulated on June 20, 2014 will be removed.
4. Points will be assessed as follows:

Points	Type of Occurrence
1.0	Tardiness (1 – 59 minutes) or Early Clock Out (1 – 59 minutes)
1.0	Any clocking infraction that occurs 8 minutes prior to the start of a scheduled shift or 8 minutes after the end of a scheduled shift that results in unapproved overtime
2.0	Failure to Clock In
2.0	Failure to call in within designated department notification timeframes
2.0	Unscheduled Absence (60 minutes and up to 4 hours)

3.0	Unscheduled occurrence of Absence (4 hours or greater and up to three (3) consecutive scheduled days for the same reason)
4.0	Unscheduled Absence (day before or after a scheduled PTO day or the day of a previously-requested and denied day off)
5.0	Unscheduled Absence for the last day scheduled before, scheduled day of, or next scheduled day after a holiday)
* 10	NO CALL NO SHOW

Corrective Action Assessment

When an employee reaches various point levels, certain notice and disciplinary actions will

be taken according to the established progressive corrective action policy and procedure. These listed disciplinary measures are not exhaustive and do not obligate Mercy Health to administer discipline on a progressive basis. An employee may receive a documented verbal counseling, a written warning, a final written warning, or may be discharged depending upon the number of points accumulated.

1. **Step 1: Documented Verbal Counseling (Recorded Counseling)** – if an employee has more than 10 points within 365 days from the date of the last occurrence, the employee will receive a documented verbal counseling and it will be added to the employee’s personnel file.
2. **Step 2: Written Warning** – If an employee has a total of 15 points within 365 days from the date of the last occurrence, the employee will receive a written warning.
3. **Step 3: Final Written Warning/Probation** – If an employee has 20 total points within 365 days from the date of the last occurrence, the employee will receive a final written warning.
4. **Step 4: Termination (Discharge)** – If an employee has 23 total points within 365 days from the date of the last occurrence, or has a second NO CALL NO SHOW occurrence within 365 days from the date of the last NO CALL NO SHOW occurrence, the employee’s employment will be terminated.

Any employee who accumulates 23 or more points in a 365 day period under this system will be discharged.

Anytime an employee fails to show up for work without notification to the supervisor or per departmental procedure, the absence will be considered a NO CALL NO SHOW and the employee will be issued a Final Written Warning. If an employee has a second non- consecutive NO CALL NO SHOW within 365 days, the employee's employment will be terminated.

If an employee is deemed to be NO CALL NO SHOW for three (3) consecutive days, the behavior will be considered job abandonment and the employee will be discharged.

An employee shall not have a substitute for a shift without prior management approval.

New Vision schedules per diem employees to fill gaps. A per diem employee (or any employee who is scheduled on an as-needed basis, including PRN) will not be subject to the attendance point system described above. Mercy Health may terminate the employment of any per diem employee who receives more than two unscheduled absences in a 180 day period. New Vision may terminate the employment of any per diem employee who is tardy and/or fails to clock more than seven times in a 365 day period. New Vision may terminate the employment of any per diem employee who has more than one NO CALL NO SHOW in any 365 day period.

Patterns of Absence or Other Attendance-Related Behaviors

An employee who demonstrates a pattern of absences/tardiness may be advanced to the next step of corrective action, up to and including termination for such behaviors. Examples of "patterns" include, but are not limited to:

1. Trend of absences before or after a regularly scheduled day off.
2. Routine patterns of absences on a particular day of the week (Monday or Friday/Weekend).
3. Absences in conjunction with holidays.
4. Absences that occur shortly after an occurrence has dropped off of an employee's record.
5. Regularly leaving work prior to the end of the scheduled shift.

Managers should engage Human Resources when they identify or suspect a pattern of absence or other attendance-related behaviors.

Circumstances may exist that mitigate the need for disciplinary action. Consideration should be given to:

1. A long-term employee with a history of good attendance who begins to develop a chronic attendance problem.
2. An employee facing personal stress or family crisis that will be resolved in a reasonable period of time.
3. Attendance problems related to bad weather, such as snow or ice.
4. Other situations that may require special consideration.

Managers should consult with Human Resources to determine the appropriate course of action when an employee has violated the Attendance policy.

Employee Responsibilities:

1. Attend work when, and as, scheduled. When circumstances occur that require unscheduled absence, notify your manager or designee, as soon as possible, in accordance with departmental procedure of any anticipated absence or tardiness.
2. Report each incident of absence or tardiness to the manager, supervisor on duty or designee as soon as possible and prior to your scheduled starting time.
3. Contact Employee Health Services for a Leave of Absence application should you be absent from work for more than three (3) consecutive scheduled days (see Leave of Absence policy).
4. Contact Employee Health Services with any medical-related absences for Leave of Absence consultation or advisement.
5. Provide any documentation related to absence or leave as requested to Employee Health Services.
6. When ready to return from an absence of more than three (3) consecutive scheduled days, forward any medical documentation to Employee Health Services for processing either prior to or on the day you return to work.

Attendance Definitions:

Occurrence - Any event specified in this policy related to absence and tardiness will be considered an occurrence and the employee will be assessed points.

Unscheduled Absence - An employee who is scheduled to work but is not available to complete the scheduled work time is considered to be absent and will be assessed points.

Tardiness - An employee who clocks-in or reports to work after the employee's scheduled starting time, including returning late from lunch or breaks, will be considered tardy. Reporting one (1) minute to fifty-nine (59) minutes late to work is considered tardy and will be assessed points. An employee who

clocks out early or fails to complete the entirety of a scheduled shift will also be considered tardy if the time missed is from one (1) minute to fifty-nine (59) minutes. Employees who are sent home due to low census or other approved reasons will not be considered tardy.

Failure to Clock - An employee who fails to clock-in upon reporting to work or fails to clock out upon departing work will be considered as tardy and will be assessed points.

Failure to Call Off – An employee who fails to call off an unscheduled absence in advance according to designated department notification timeframes will be assessed points.

NO CALL NO SHOW - Anytime an employee fails to show up for work without notifying the manager or designee, or following departmental procedure, will be considered a NO CALL NO SHOW.

Job Abandonment – If an employee is deemed to be a NO CALL NO SHOW for three (3) consecutive scheduled days/shifts, the behavior shall be considered job abandonment and the employee will be discharged.

Related Policies:

1. Corrective Action Policy
2. Timekeeping and Approval Policy & Procedure
3. Weather Emergency Policy & Procedure
4. Leave of Absence Policy & Procedure
5. Any other company policy related to attendance or time recording.
6. All current collective bargaining agreements that specifically address this topic.

Exceptions:

Pre-approved and scheduled Paid Time Off (PTO) for vacation, paid holidays, jury duty, witness requirements, low census time off, bereavement leave, military leave, administrative leave, job- related injuries, or temporary layoff will not count as occurrences under this attendance policy.

Absences associated with **approved** Family and Medical Leave (FMLA), Medical Leave of Absence (MLOA), Personal Leave of Absence (PLOA), or while admitted for inpatient hospitalization or 24 hour observation (if documentation is provided to Employee Health) will not count as an occurrence subject to points under this policy.

Nothing in this policy is intended to modify the at-will status of any employee. New Vision reserves the right to amend, terminate or discontinue this policy at any time. This policy may be changed at the sole discretion of New Vision with or without advance notice.

Policy Approval:

Approved by Dan Myers - Executive Director of New Vision Medical
Laboratory 7/27/2016