



TITLE:

ATTENDANCE AND AVAILABILITY FOR WORK

PURPOSE

Each Northern Arizona Healthcare employee performs an important function in the total operation of the organization. Every person's work is essential to our success and therefore consistently being at work, as scheduled, is very important. ~~Unplanned~~ **Unscheduled** absences and tardiness cause a hardship to co-workers, department operations, and affect NAH's ability to provide quality patient care. While it is understood that employees may be absent from work for various reasons due to unforeseen circumstances, it is the expectation of Northern Arizona Healthcare that employees maintain acceptable standards of work attendance and punctuality at all times.

This policy does not require managers to determine what is considered an excused or unexcused occurrence of absence outside of the guidelines identified in this policy. Instead, unplanned absences are simply that, unplanned.

DEFINITIONS

Unscheduled Time Off is any period of time an employee is away from work (when they were scheduled to work) without PRIOR management approval. Scheduled to work includes any shift an Employee:

- is expected to work as part of their normal hours of work;
- has agreed to work as a result of a trade with another Employee;
- has signed up or agreed to work in addition to their normal scheduled hours.

Absence Occurrence

- An instance of unscheduled time off in which an employee fails to report for an entire scheduled shift without prior management approval as outlined in this policy OR
- If an employee reports for work with an illness, and is determined by a management representative to be a risk to patients and/or other employees' health and safety resulting in the employee being sent home, early leave points should be assessed. If an employee is away for more than one (1) shift for the same illness/injury and the shifts are consecutively scheduled shifts, this unscheduled time off will be considered one (1) absence occurrence.

Tardy

Is defined as any time an employee reports for work after the scheduled starting time of their shift including clocking in one (1) minute late. Leaders in collaboration with Human Resources may designate the time clocks to be used for the purposes of clocking in for specific departments.

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The following standards apply:

- If an employee is going to be less than 1 hour tardy, they are responsible for notifying their supervisor or department (in accordance with that department's established call-in procedures).
- Even if the employee has notified their supervisor or department as described above, if they are more than 1 hour late resulting in leadership instituting a modified staffing plan, this will be considered an absence occurrence.
- If the employee fails to notify their supervisor or department within the first hour of their scheduled shift, this will be considered a "no call, no work" occurrence.

Early Leave

Is at the request of the employee and is deemed to be any time an employee leaves prior to the end of the shift. ~~Prior to leaving the employee must consult with their manager or supervisor. Failure to consult with his/her manager or supervisor prior to leaving (2 points) may result in corrective action up to and including discharge.~~ Leaving work early is considered unscheduled time off. If an employee has more than half a shift remaining, this will be counted as an absence occurrence (1 point). When less than ½ a shift remains, the employee will be assessed ½ point. If the early leave does not cause a hardship on the department or operational needs then the points will be waived by appropriate department manager.

Requested to Stay Home/Go Home

Is at the request of management and is typically based upon low census, over staffing, weather, and/or other unforeseen operational needs or concerns. When one or more of these circumstances presents itself Management may contact employees who have not yet reported to work to request they remain at home or employees currently working to voluntarily leave work prior to the end of their shift. Requests to stay home or go home do not result in an accumulation of points. Employees may request to have PTO used to pay for missed hours.

No Call/No Show

No call/no show is defined as anytime an employee fails to report for a schedule shift and has not communicated the absence in accordance with the individual department protocol. Employees may appeal the issuance of points for a no call/no show incident as a result of a reason beyond their control. Such requests will be evaluated on a case by case basis and points may be waived if deemed appropriate.

Failure to report or call in for three (3) consecutive scheduled shifts will be deemed a voluntary resignation and the employee's employment relationship with NAH will end.

Work Related Injuries/Illnesses

Employees injured in the performance of their duties will not be assessed points for time missed as a result of such injury/illness. However, if employee is scheduled to work light duty and fails to report to work for a reason not related to the work related illness/injury and without approval of the workers' compensation specialist or designee, points will be assessed in accordance with the provisions of this policy.

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Missed Punches

Employees will be assessed a ½ point for a missed punch.

PROCEDURE

Employees are expected to be at work on time and when scheduled to work. Failure to do so will result in the assessment of points that will be charged to their attendance record in accordance with the following standards.

Absence Occurrence	1 Point	No Call / No Work	5 Points
Tardy, less than 1 hour	½ Point	Tardy, greater than 1 hours	1 Point
Leave early, less than ½ shift remaining	½ Point	Leave early, greater than ½ shift remaining	1 Point
Leave early without permission	2 Points	Calling in for a scheduled shift immediately before or after a holiday or scheduled PTO	2 Points
Calling in on a previously denied period of time off, including holidays	5 Points	Calling in on a Holiday	2 Points
Missed punch	½ Point		

Points will be tracked and will remain on an Employee's record for a 12-month period and if at any time in the 12-month period the employee's total points exceed the following guidelines, corrective action will be issued at the level indicated below:

Standard's for Corrective Action		
Seven (7) Points	=	1st Written Confirmation of a Verbal Warning
Nine (9) Points	=	2nd Written Warning
Eleven (11) Points	=	Final Warning
Thirteen (13) Points	=	Termination

Corrective Action for Attendance Standards is progressive. Employees will be issued corrective action at the 1st Written Warning Level followed by progressive steps (as stated above) up to the level of termination.

The tracking period for unscheduled time off is a 12-month rolling period of time. Any points assessed, as a result of an unscheduled time off occurrence will stay on an employee's attendance record for the next 12 months. Assessed points will fall off the employee's record on the anniversary date of the unscheduled time off incident and the level of corrective action will automatically be adjusted to the level of the remaining point value. Managers may have to issue the same level of corrective action more than once as points drop off to ensure maintenance of progressive corrective action.

Points While on a Leave of Absence

If an employee is in the corrective action process under the provisions of this policy, any points on the employee's record will be frozen when an employee takes a leave of absence and upon return to work all points will be adjusted to reflect the total length of time the employee was away. For example, if an employee is assessed a point on January 1, 2016 and on March 1, 2016 the employee goes on a leave for 3

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months; when the employee returns to work June 1, 2016, the point assessed on January 1, 2016 is adjusted 3 months and will remain active on employee's record until April 1, 2017.

Reporting Unscheduled Time Off

All employees who are unable to report for work as scheduled are required to follow their department's protocol for reporting off, generally two (2) hours prior to the start of the scheduled shift. If the unscheduled time is due to illness or other potential Family Medical Leave (FMLA) event that will last more than 3 days the manager will refer the employee to contact Matrix Absence Management. If there are concerns that the reason for absence is related to communicable or infectious disease please contact infection prevention/employee health to review.

Employees must call-in to report an absence occurrence each day of absence unless on an approved continuous leave of absence.

Failure to Report for Scheduled Holiday or Weekend

Employees who do not report to work for a scheduled shift on a holiday or weekend may be rescheduled to work an additional holiday or weekend shift as determined by the manager in addition to the assessment of points as outlined in this policy.

Patterned Absences

Patterned absences are established when a noticeable pattern to call-ins is identified such as frequently calling in on the day after payday, on Mondays or Fridays, or on a regular basis such as one or more times each month. An employee identified as having developed an absence patterned will be counseled initially and if the absence patterned behavior persists, the employee will be deemed to have violated NAH's Time & Attendance Policy, and in accordance with the Corrective Action Policy is subject to corrective action up to and including discharge.

When Unscheduled Time Off Becomes a Medical Leave

If a period of unscheduled time off exceeds three (3) consecutive scheduled shifts, the employee is required to contact Human Resources to determine if it is necessary to apply for a leave of absence. Refer to Medical Leave of Absence policy for complete information on leave of absence requirements and procedures.

Family and Medical Leave Act

Unscheduled time off that is covered under the FMLA will not be considered absence occurrences and therefore not assessed points.

Medical Exam

When an employee shows signs of inability to perform the essential job duties safely, the employee may be required to have their health condition reviewed by an appropriate healthcare facility or physician chosen by NAH or the employee's own healthcare provider. If the employee is required to have their condition reviewed by an NAH designated physician, the cost will be covered by NAH.

Payment for Unscheduled Time Off

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Unscheduled time off will be deducted from the employee's PTO bank and paid at the employee's straight time hourly rate of pay and it is the responsibility of the employee to enter any unscheduled time off into the timekeeping system according to departmental protocol.

- If an employee is away from work because of their own personal illness, the Employee will receive payment and time deducted from their PTO bank. Note: For serious or on-going illnesses the employee needs to contact MATRIX Absence Management to report time away from work and if qualified may access short-term disability pay.
 - If an employee is away due to an emergency or for personal reasons, the employee will receive payment and hours deducted from their PTO bank.
 - If all applicable banks are empty, the time off shall be unpaid.
 - Payment in any form will not eliminate the allocation of the applicable point(s) as specified in the standards section of this policy.
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- In the event of excessive absenteeism, and in the absence of PTO to cover the time off, the organization reserves the right to escalate the corrective action process which could include termination.

Application to Exempt Employees

Employees classified as "Exempt" are not paid an overtime premium for hours worked in excess of 40 nor less than their base rate of pay when they work fewer than 40. Periodically, exempt associates will have work responsibilities that may result in abnormal working hours resulting in adjustments to a normal reporting and/or leaving time. However, absent any unusual circumstances, exempt employees are expected to work standard schedules just as non-exempt employees, and if they fail to do so, the guidelines outlined in this policy apply to them equally.

Manager's Responsibilities

It is the responsibility of Managers to maintain attendance records for each employee and review attendance records each pay period and issue corrective action as soon as the standard is exceeded. Managers are to establish and maintain open communication with employees regarding attendance expectations.

RELATED DOCUMENTS N/A

REFERENCES HR 2-14 Terminations, Fair Labor Standards Act (FLSA)
Family Medical Leave Act (FMLA)

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