

Attendance Standards

I. SETTING

Patient Care Services, Emergency Department, Perioperative Services, Clinical Operations, Managed Care, Patient Relations, Physician Referral Center, Contracting, Department of Radiology, Department of Pharmacy, and Professional, Safety, and Hospitality Division.

UC Davis Health System

Patient Care Standards

Policy ID: XIX-10

Revised 10/04/2011

Attachments

Progressive

Corrective/Disciplinary

Action for Excessive

Absenteeism

II. PURPOSE

To define and establish standards of attendance necessary to assure optimal patient care.

III. SUPPORTIVE DATA

It is management's task to balance the health and well-being of employees with the overall operation of the Unit/Area. Chronic absenteeism has a negative impact on the quality of patient care delivered and may constitute just cause for corrective action and discipline up to and including dismissal or a medical separation action.

V. EXPECTATION

- A. All staff will report to their assigned work area as scheduled and be prepared to begin at their assigned start time for all scheduled shifts (See: Tardiness, Section V.J.) Reporting to work on time is defined as being in your assigned work area and ready to perform your job duties at the start of your assigned shift time, and when returning to work from break(s) or meal periods.
- B. Any patterns of unplanned absence (See: Excessive Absenteeism in Connection with Days Off, Section V.I.) or any of the following is generally considered an excessive pattern; however, Supervisors will consider all cases on their own merit. Any absence pattern will prompt a review by the Department Manager.
 1. Three or more tardiness occurrences in any eight-week schedule.
 2. Calling in sick with an inadequate sick leave balance.
 3. Using sick leave faster than it is being accrued.
 4. Excessive absenteeism as outlined by attachment (excluding protected leave such as allowable FMLA, Kin Care, Workers' Compensation, Disability, and any other State or Federal protected leave).
 5. Failure to remain present at assigned work area until the end of assigned shift.
- C. Employees are required to submit requests for planned absences as soon as an appointment is made (dental/doctor appointments, etc.) but at a minimum of two weeks in advance for the department to plan staffing needs.

- D. When an employee is absent for three or more days and when it appears to be justified, the employee may be required to submit a healthcare provider's statement/verification showing proof of illness or disability to the department in order to receive an excused absence from work and/or sick leave pay. The employee shall be given notice prior to returning to work that he/she will be required to provide such documentation.

Employees who have unscheduled absences due to illness on a scheduled work day preceding, on, or following a holiday may be required to bring a medical statement/verification of illness to the employee's supervisor on the employee's return to work in order for the absence to be authorized.

A healthcare provider's statement/verification will include the following as applicable:

1. The date for return to work.
2. Any work restrictions upon return to work.
3. The nature and duration of any restrictions.
4. If any other planned medical treatment related to the present medical problem would require further absences after returning to work.

V. DEFINITION OF TERMS

- A. FMLA: The following provides an overview of FMLA. For more information see your Manager/Labor Relations/HR website. The FMLA provides an entitlement of up to 12 weeks of job-protected, unpaid leave during a 12-month calendar year for the following reasons:
1. Birth and care of the employee's child, or placement for adoption or foster care of a child with the employee;
 2. Care of an immediate family member who has a serious health condition as determined by a healthcare provider; or,
 3. Care of the employee's own serious health condition as determined by a healthcare provider.
 4. To qualify, an employee must have:
 - a. Worked at least 12 months (which do not have to be consecutive) for the employer; and
 - b. Worked at least 1,250 actual hours of work during the 12 months immediately before the date FMLA leave begins.
 - c. Medical certification deeming a serious health condition by a healthcare provider.
- B. Kin Care: Use of sick leave to attend to illness of a parent, spouse/domestic partner or child of the employee. The law permits the employee to use in any calendar year (January - December), up to 50% of yearly accrued sick leave without penalty. Employees must have sick time in their sick leave banks to be eligible for Kin Care.

- C. CFRA: The California Family Rights Act (CFRA) ensures secure leave rights for the following:
1. Birth of a child for the purposes of bonding.
 2. Placement of a child in the employee's family for adoption or foster care.
 3. The serious health condition of the employee's child, parent or spouse.
 4. For the employee's own serious health condition.
 5. Kin Care may be used concurrently with CFRA.
- D. Industrial Disability/Workers' Compensation: Hours authorized for Disability by the Workers' Compensation Unit.
- E. Non-Industrial Disability: Non-work related injury or illness.
- F. Unplanned Absence: Anything outside of planned absence criteria as outlined in IV.C. excluding protected leaves such as allowable FMLA, Kin Care, Workers' Compensation, Disability, and any other State and Federal protected leave.
- G. Unexcused Absence: An employee is scheduled for duty and does not meet that obligation and does not provide notice (no show or less than 2 hours notice).
- H. Excessive Absenteeism: Use of more than 48 accrued sick leave hours (pro-rated based on hours worked for part-time staff) per 6-month period, excluding allowable FMLA, Kin Care, CFRA, Workers' Compensation, and disability hours or any other protected leave.
- I. Excessive Absenteeism in Connection with Days Off: Employees who have unscheduled absences due to illness on a scheduled work day preceding or following a holiday, vacation or scheduled days off may be required to bring a medical verification of illness to the employee's Supervisor on the employee's return to work in order for the absence to be authorized.
- J. Tardiness: Failure to report for duty in the assigned work area in accordance with established hours of work/beginning of shift or returning late from breaks and/or meal periods. The employee will document actual arrival time on the time card. Employees who use KRONOS must sign-in on arrival. If an employee does not sign-in appropriately the employee must notify his/her timekeeper of actual arrival time.
- K. Excessive Tardiness: Three or more occurrences in any 8-week schedule is considered excessive tardiness and may result in corrective action. Continued tardy occurrences of two or more tardy occurrences thereafter is considered excessive tardiness and may result in progressive discipline up to and including dismissal. (See Attachment)
- L. Excessive missed or failure to sign-in or sign-out of KRONOS timekeeping system: More than two occurrences in any 4-week schedule is considered excessive and may result in corrective action. Continued missed or failure to sign-in or sign-out of Kronos timekeeping is considered excessive and may result in progressive discipline up to and including dismissal. (See Attachment)
- M. Progressive corrective/disciplinary action. Excessive absenteeism/tardiness/missed or failure to sign-in or sign-out of Kronos timekeeping system will result in corrective action and progressive discipline up to and including dismissal from University employment. Department Supervisors and Managers will fully consider

each employee's individual situation and take appropriate action on a case-by-case basis. The review period shall not exceed a rolling 24-month period of time.

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The purpose of this attachment is to serve as a guide in determining appropriate corrective/disciplinary action. As noted in policy, each individual case must be looked at on a case-by-case basis. Managers should review any questions or concerns with their Labor Relations Consultant.

1. Progressive corrective/disciplinary action for Excessive absenteeism **within a rolling 24 month period:**
 - a. Use of more than 48 hours (prorated based on actual hours worked) of unplanned absences in a 6-month period, excluding allowable FMLA, Kin Care, CFRA, Workers' Compensation and disability hours, may result in a **letter of expectation**.
 - b. After receiving a letter of expectation, use of more than 96 hours (prorated based on actual hours worked) of unplanned absence in a 12-month period, excluding allowable FMLA, Kin Care, CFRA, Workers' Compensation and disability hours, may result in a letter of warning.
 - c. After receiving a letter of warning, use of more than 144 hours (prorated based on actual hours worked) of unplanned absence in 18 months, excluding allowable FMLA, Kin Care, CFRA, Workers' Compensation and disability hours, may result in a **suspension or temporary reduction in pay**.
 - d. After receiving a suspension, use of more than 192 hours (prorated based on actual hours worked) of unplanned absence in 24 months, excluding allowable FMLA, Kin Care, CFRA, Workers' Compensation and disability hours, may result in a **letter of intent to dismiss**.

Pro-rated Based on Actual Hours Worked

	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%
At 6 mo	48 hrs	43 hrs	38 hrs	34 hrs	29 hrs	24 hrs	19 hrs	14hrs	10 hrs	5 hrs
At 12 mo	96 hrs	86 hrs	77 hrs	67 hrs	58 hrs	48 hrs	38 hrs	29hrs	19 hrs	10 hrs
At 18 mo	144hrs	130 hrs	115hrs	101 hrs	86 hrs	72 hrs	58 hrs	43hrs	29 hrs	14 hrs
At 24 mo	192hrs	173 hrs	154hrs	134 hrs	115 hrs	96 hrs	77 hrs	58hrs	38 hrs	19 hrs

2. Progressive corrective/disciplinary action for **Excessive tardiness within a 12 month period:**
 - a. Three or more tardy occurrences in an 8-week period may result in a **letter of expectation**.
 - b. If an employee has received a letter of expectation for tardiness **and has another two or more** tardy occurrences, a **letter of warning** may be given.
 - c. If an employee has received a letter of warning for tardiness and has another two or more tardy occurrences, **a one day suspension or temporary reduction in pay may be given**.
 - d. If an employee has received a letter of suspension for tardiness and has another two or more tardy occurrences; **letter of intent to dismiss** may be given.

3. Progressive corrective/disciplinary action for Missed or Failure to Sign-in or Sign-out of Kronos Timekeeping System. This includes the card key "swipe" machine, telephone or computer access.
 - a. More than 2 missed or failure to sign-in or sign-out occurrences in a 4-week period may result in a letter of expectation.
 - b. If an employee has received a letter of expectation for a missed or failure to sign-in or sign-out and has another two or more occurrences, a letter of warning may be given.
 - c. If an employee has received a letter of warning for failure to sign-in or sign-out and has another two or more occurrences, a day suspension or temporary reduction in pay may be given.
 - d. If an employee has received a letter of suspension for failure to sign-in or sign-out and has another two or more occurrences, a letter of intent to dismiss may be given.