

Rush Copley Medical Center
Policy and Procedure

TITLE: Attendance

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Purpose

To provide attendance and absence reporting guidelines.

Applicability

For the purpose of this policy, RCMC encompasses Copley Memorial Hospital, Rush Copley Medical Group NFP, and all subsidiary corporations.

Policy

The welfare of patients, the efficient use of financial and people resources, and the morale of the work force depend upon the on-time attendance of each member of the work group when scheduled. Employees will be required to comply with Rush Copley Medical Center ("RCMC") and departmental policies and guidelines for attendance and absence reporting.

Definitions:

Scheduled Absence – a scheduled absence occurs when an employee requests time off in a timely manner in accordance with departmental policies and will not be charged with an occurrence under this policy. Examples of scheduled absences include but are not limited to: approved PTO, scheduled holidays off, jury duty, military leave, bereavement leave, hospital-excused business, cost containment, and approved leave of absence, including approved FMLA or Non-FMLA leave (eligible employees only). No occurrence will be given for absence due to an approved worker's compensation absence.

Job Abandonment – two (2) consecutive scheduled days of "absence without notification" or no call/no show will be considered job abandonment and the employee will be assumed to have resigned from their position. If the employee provides sufficient reason for the absence, employment action is at the discretion of the Director of Human Resources.

Unscheduled Absence – any time away from work, with or without pay that was not planned in advance and approved by management. An occasion of absence occurs when an employee reports to work greater than one hour late or fails to come to work at all. An absence will be recorded as one (1) occurrence under this policy. An absence occurrence may also be counted when an employee leaves work unplanned one hour or more prior to the end of the scheduled shift.

Occurrence – one incidence of tardiness will be recorded as one-half (1/2) occurrence; one unscheduled absence will result in one (1) occurrence; an absence of two or more consecutive workdays for the same illness will be treated as one (1) occurrence;.

Rolling Twelve (12) Month Period – 12-month period preceding and including the most recent occurrence. Absence occurrences will be tabulated during this time period to determine the level of corrective action under this policy.

Tardy/Tardiness – not reporting for work at the scheduled start time. Unless otherwise defined by department leadership, any tardiness exceeding 7 minutes will be recorded as one-half (1/2) occurrence under this policy. Refer to Item D below.

Unauthorized Absence – certain types of absence are more disruptive to the workplace and will be grounds for immediate discipline under this policy regardless of how many occurrences an employee has accrued: (1) any “absence without notification” (or no call/no show); (2) patterns of absence such as calling in before or after weekends or other scheduled days off; and (3) calling off after a requested PTO day was denied.

Procedure

OCCURRENCES PER ROLLING 12-MONTH PERIOD

| | Full Time Status (>=36 hrs/wk status) | Part Time Status (<36 hrs/wk status) |
|-----------------------------|---|--|
| Fully Effective | 0-4 occurrences | 0-3 occurrences |
| Corrective Action | 5 or more occurrences | 4 or more occurrences |
| Verbal Warning (documented) | 5 | 4 |
| Written Warning | 6 | 5 |
| Final Written Warning | 7 | 6 |
| Termination of Employment | 8 | 7 |

NOTE: Registry staff will be subject to termination of employment if they reach four (4) absence occurrences in a rolling 12-month period. Two (2) no call/no show absences will be recorded as a voluntary resignation. If the registry nurse fails to schedule themselves in a timely manner in accordance with the departmental registry expectations, this may also be recorded as a voluntary resignation.

General Information

- A. Attendance is assessed and formally discussed at each performance review. In addition, attendance is monitored on an on-going basis to ensure satisfactory performance. Issues with attendance will be discussed throughout the year as problems are noted. Excessive absenteeism can negatively affect merit increases, transfer requests, promotions, etc., and will be cause for corrective action, up to and including termination of employment.
- B. Employees who are unable to report to work as scheduled are expected to comply with departmental call-in procedures to ensure adequate staffing. In the absence of a specific departmental policy, employees are to report all absences to their immediate supervisor or designee as soon as possible and prior to the scheduled starting time. In the event that an employee will be away from work for more than one day, the employee is responsible for calling in each day of absence unless otherwise agreed upon with the manager.
NOTE: except in cases of extreme emergency, employees should contact the

department manager or designee personally and should not have that call made by another party.

- C. Any employee who reports to work but is unable to complete their scheduled shift for any reason must notify their immediate supervisor or designee as soon as possible and prior to leaving the work area.
- D. Tardiness: as a general rule employees should be badged in and at their work station ready to perform work by their scheduled start time. The 7-minute window as described above in the definition of Tardy is not meant to imply that it is permissible for any employee to routinely arrive late for work. Individuals who are repeatedly found to be arriving after the scheduled start time, even if under 7 minutes, may be counseled or disciplined under the umbrella of tardiness.
- E. Employees who are excessively absent or tardy will be subject to disciplinary action. Absence and tardiness will be combined for purposes of monitoring the total number of occasions under this policy. It is at the manager's discretion to track tardiness based on the business needs of the work unit or division so long as employees of the work unit are held to a consistent standard.
- F. Employees will be subject to disciplinary action whenever their attendance is excessive in a rolling 12-month look back period beginning with the most recent occasion of absence or tardiness as defined above.
- G. Employees who incur an Unauthorized Absence as defined above will begin progressive discipline under the Attendance policy regardless of how many other occurrences they have accrued. If that employee is already in the discipline process, any unauthorized absence will continue the discipline process under this policy.
- H. Employees who are scheduled or placed on-call or cost containment Standby and do not report for duty, or notify their supervisor they cannot be available for any reason, will be charged with an Unauthorized Absence occurrence. In addition, no on-call pay will be earned.
- I. Employees who are scheduled for "extra" shifts and are unable to report for duty will be charged with an absence occurrence. An absence from an "extra" shift due to an approved leave will be counted towards an employee's leave allowance.
- J. Employees off work for more than 3 days may be asked to provide a physician's note prior to return to work and under certain circumstances, may be required to be cleared by Employee Health Services.
- K. Any employee who requests scheduled time away from work regardless of their exemption status must use their available PTO time. Employees must exhaust available paid time off benefits prior to being granted time off unpaid.
- L. A manager is under no obligation to grant scheduled time away from work to any employee who has exhausted available PTO.
- M. Employees who require extended time away from work for medical, personal or family-related reasons are to review the RCMC leave of absence policies and to discuss their situation with either their manager or Human Resources.
- N. Absences connected to a Family and Medical Leave Act (FMLA) leave will not be counted under the attendance policy.

- O. If an employee is off for more than 3 days and either the employee or the manager has reason to believe that the reason for the absence may qualify under the FMLA, the individual employee or manager is encouraged to contact Human Resources to engage in a conversation to better understand if the reason for leave may or may not be covered under that policy and those rules and regulations.

Time Off Records and Kronos

- A. Employee attendance records are available for review by accessing the KRONOS System. Managers should review these on-line records, or other attendance reports/departmental records regularly to monitor attendance of all staff.
- B. Non-exempt / hourly employees are required to punch in and out for each shift and each off-premises meal and/or smoke break.
- C. Missed punches should not exceed one per pay period. Employees with excessive missed punches in a pay period will be charged with 1/2 occurrence. Forgetting an employee ID badge is not an acceptable excuse for missed punches.
- D. Early clock-ins and late clock-outs resulting in additional pay require prior manager approval. Employees should avoid additional time and/or overtime by not clocking in for work prior to seven (7) minutes before or after the start or end of the shift. If a pattern of this behavior exists, the manager will coach the employee as appropriate; continuation of this pattern after a manager has coached an employee could warrant discipline.
- E. Employees must punch in and out using the designated time clock nearest their workstation. Other time clocks should not be used unless directed by a supervisor.
- F. Employees are not allowed to punch in or out for another employee.
- G. Unless on official hospital business, employees must clock in and out whenever they leave the building and also notify their supervisor that they are leaving.
- H. When an employee clocks in, they should report directly to their work unit to begin work.
- I. An employee who is absent from work is responsible to complete the appropriate time record(s) in order to be compensated for the time off work and/or to ensure that accurate records are maintained and to record unscheduled absences in the appropriate time keeping system. Information reported either in writing or electronically for purposes of time keeping and compensation is considered part of the legal record. Any employee found to have deliberately falsified or misrepresented information regarding their absence from work may be subject to discipline up to and including discharge.

Inclement Weather

- A. Given the nature of our business it is important to recognize that even in times of inclement or severe weather we need staff on premises to provide care and services to our patients. Under certain extreme circumstances, it may be necessary to ask staff to remain on-site if other staff are unable to reach the facility due to inclement weather conditions.
- B. In the event of severe weather or natural disaster there are times when the organization may declare a "severe weather" day. Examples of circumstances that may warrant a "severe weather" determination include road closures or excessive, organizational-wide absences due to blizzard conditions, flooding, etc. Only if such a determination is made would absences and/or late arrivals not count as occurrences.
- C. On any other inclement/severe weather day, employees are expected to report for work and to notify their supervisors in advance if they will be late.

- D. An employee who is absent from an entire work shift due to inclement weather will be charged with an occurrence unless a “severe weather” determination is made by the department Director/designee.

Reporting of Absences

- A. Employees must report their own absences to their supervisor or designee according to department guidelines. If the employee is medically incapacitated, the employee must designate an alternate person to report the absence. Employees are expected to report their absences on a daily basis, unless they are on an approved Leave of Absence or have been directed otherwise by supervisory staff.
- B. Absences must be reported prior to the beginning of the shift. Each department will define the method of reporting and time-frame for acceptable reporting. In patient care areas, the notification must be made as early as possible or no less than two (2) hours prior to the start of the shift.

Weekender and Registry Employees: refer to specific program, division or department policies for how attendance issues are addressed in these particular employee groups.

Department- or Division-specific Policy: individual departments or divisions may have more specific policies or guidelines with regard to call-in requirements, weekend call-offs, definition of tardiness, etc. Where those policies or guidelines are in place they will stand in addition to this policy.

Refer to Policies

Control of Medical Center Personnel Infections - Illness Algorithm
Disciplinary Procedures
Paid Time Off (PTO)