



Indiana University Health

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**Owner:** *Tracie Ingle: Supervisor-Lab*  
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Pathology Laboratory*

## Departmental Attendance Policy for Blood Bank (MH, UH, Riley)

### I. PURPOSE

To detail department specific requirements for attendance in the Blood Bank Department at Methodist (MH), University (UH) and Riley (RI) locations.

### II. SCOPE

This procedure applies to all non-exempt full time, part time, and supplemental IU Health employees in the Transfusion Service (Blood Bank) Department at Methodist (MH), University(UH) and Riley (RI) locations who have successfully completed the six (6) month initial employment period.

### III. EXCEPTIONS

N/A

### IV. DEFINITIONS

**ABSENCE** is defined as greater than 2 hours absent at the beginning of the assigned shift, an additional assigned shift, and/or a scheduled overtime assignment. Staff leaving prior to the end of their scheduled shift without notification or approval from the manager or designee will be regarded as an incident in timekeeping.

**TARDINESS** is counted as an event as defined by the timekeeping system.

**SCHEDULED ABSENCE:** an absence/tardy pre-arranged and approved by management, at minimum, on the previous business day, authorizing a team member not to report to work as assigned. This includes additional assigned shifts and scheduled overtime shifts. Individual departments will define the previous business day based upon operational requirements.

**MEAL TIME** All employees are required to clock out and in for meal periods. Working through a meal period or taking a short meal period should be the exception and not done consistently

### V. POLICY STATEMENTS

This procedure is to be used in concordance with the Pathology Laboratory Attendance Management and Staff Scheduling Policy, the IU Health Human Resource System Attendance Management Policy and the IU Health

## VI. PRINCIPLE/BACKGROUND

N/A

## VII. MATERIALS

N/A

## VIII. SPECIMEN REQUIREMENTS

N/A

## IX. PROCEDURE

### 1. Call-in Procedure

1. Unscheduled Absence: Employees must personally report absences to a Blood Bank Supervisor, Director or Manager-on Call.
  - a. Notification should be made as early as possible and
    - i. **at least 4 hours prior** to the start of the scheduled shift for off-shift employees (Evening and Nights) in order to have adequate time to find alternate coverage.
    - ii. **at least 2 hours prior** to the start of the scheduled shift for day shift employees.
  - b. No other person may call-in for an employee.
  - c. Failure to do this will be addressed as a performance issue under the IU Health Corrective Action Policy. Please note that this will NOT excuse your absence and employees will be given an incidence (UPT) unless the absence is a qualified exception (FMLA etc.) as explained in the IU Health Attendance Management Policy.
  - d. Unscheduled absences that cannot be covered by adequately managed PTO will be counted as a performance issue.
2. Scheduled Absence: Employees must call-in to a Blood Bank Supervisor, Director or Manager-on-Call to request approval for an absence **by 4pm on the previous day**. It must be approved in advance for it NOT to be counted as an incidence.
3. All notifications for Absence MUST be a verbal call.
  - a. Order of Call:
    - i. Shift Supervisor on duty in the lab
    - ii. Manager On Call
    - iii. Another Supervisor
    - iv. Director
  - b. If Manager is unreachable by phone, call the next manager in the order listed above. It is **the expectation to call until you get a response.**
    - i. Team Members will no longer be documenting unscheduled absences (call ins). It is the team members responsibility to notify Management directly of unscheduled absences.

## 2. Tardies

1. Any clock-in that is **7 minutes and up to 2 hours** past the start of the scheduled shift will be considered a tardy.
  - a. The expectation is that you will be on time and within the normal clock in range (+/- 3 minutes).
  - b. Any late clock-in from 4 minutes up to 6 minutes will be considered a performance issue and monitored by supervisors and documented through coaching, trending and goal setting.
2. Any clock-in more than 2 hours past the start of the shift will be considered an incidence if not previously scheduled.
3. Tardies apply to the team members normal assigned shifts, additional shifts, and/or a scheduled overtime shift.

## 3. Leaving Early

1. Employees leaving early prior to shift completion **MUST** have approval granted by Management (Shift Supervisor, Director or Manager On Call).

## 4. Meal and Break Times

1. **Breaks:** If circumstances allow them to be granted, will be no more than 15 minutes. It is not mandatory to provide breaks, however, efforts will be made to provide them when possible.
  - a. Employees arriving back to work late from breaks will be addressed as a performance issue under the IU Health Corrective Action Policy.
  - b. If breaks are not taken due to workload, they can not be added to meal times nor take the place of meal times.

### 2. Meals:

- a. It is the expectation that all employees take a Meal during their shift.
  - i. Team members are expected to take a 30 minute meal break to eat and relax, so that they are better able to deliver quality care and customer service.
  - ii. Team members will be required to coordinate their meal breaks with others working in their area.
- b. Employees must clock in and out for meal time.
- c. Meal time is designated as 30 minutes
- d. Meal Allowances should **NOT** be used routinely and **MUST** have prior Management approval.
  - i. There will not be more than two (2) approved Meal Allowances in a pay-period.
  - ii. Exceptions will be made:
    - a. Employees working alone
      - i. A Break may be taken and staff may leave when next shift arrives when workload permits to balance time.
    - b. At management discretion on case by case basis.

## 5. Shift Scheduling

1. All Shifts will work **scheduled hours** with a required 30 min Meal (Section 4 above applies) in order to align with standards and expectations of DPLM Attendance Management and HR Policy.

2. Shift hours listed below are general and subject to change. Individual's shift hours are at the discretion of Management and also based on workload and staffing needs.
  - a. Day Shift: 0700 - 1530
  - b. Evening Shift: 1500 - 2330
  - c. Night Shift: 2300 - 0730
3. This overlap of shifts will allow for better communication and hand-offs between shifts, during daily huddles and help reduce unnecessary late clock-outs/unplanned overtime.

## 6. Overtime

1. **Late Clock-Outs:** Is a clock out more than 3 minutes following your assigned end of shift.
  - a. The expectation is for the staff member to balance the extra time through-out the week as much as possible if workload and staffing permits.
  - b. Please notify Management when leaving early (section 3 applies).
2. **Unplanned:** When a last minute change in the posted schedule occurs due to a Call OFF or other circumstance creating shortage of coverage for another shift.
  - a. Unplanned overtime will be documented with correction on the Posted Schedule as approved by Management.
  - b. Team members who work additional hours for coverage may be asked to balance their schedule with time off if possible when directed by management.
    - i. Not all overtime can be balanced due to staffing needs and is under discretion of Management.
3. **Scheduled:** When shift scheduling requires additional coverage and is requested in advance by the Shift Supervisor prior to posting future schedule.
  - a. Scheduled Time will be documented on the Posted Schedule as approved by Management.
  - b. Team members who work additional hours for coverage may be asked to balance their schedule with time off if possible when directed by management.
    - i. Not all overtime can be balanced due to staffing needs and is under discretion of Management.

## 7. Time Off Requests

1. Complete PTO request in the timekeeping system
2. PTO requests should be submitted as far in advance as possible for the vacation date(s) being requested.
3. No more than two scheduled weekends per calendar year will be approved as PTO.
  - a. If more weekends are requested, it is the expectation that the staff member will switch shifts with another team member to provide coverage.
  - b. This MUST be done in a manner to avoid overtime for either staff member.
4. Every effort will be made to approve submitted PTO requests. (see exceptions below)
5. If PTO request is submitted for date(s) in the already posted schedule, it will be at discretion of management to approve. It is the expectation that the Staff member find coverage for their shift by finding another team member to switch days off.

6. PTO requests may also be denied if:
  - a. Team member does not have enough PTO hours to cover request
    - i. Exceptions are at the discretion of management.
    - ii. This is a case by case basis and not mandatory to be approved.
  - b. Multiple team members are requesting the same time period off
    - i. When scheduling conflict exists that will cause staff shortage.
    - ii. The date of submitted request and previous time off requests will be reviewed to determine approval.
  - c. At Managers discretion when approval will cause adequate operations of the lab to be affected. There must be a minimum number of staff members per shift for patient care and workload requirements.

### **8. Clocking In and Out (Time-Keeping and Corrections)**

1. Team members must be in uniform and ready to work when they clock in.
2. Team members must use the timekeeping system to "clock in."
  - a. The team member should be within the immediate vicinity of their work area at the time of "clock in."
  - b. Expectation is to be in the assigned lab area within 5 minutes of clock in.
3. It is the team member's responsibility to correct clocking errors in the timekeeping system.
  - a. It is the team member's responsibility to check his/her Time Card and view it for any errors, (e.g. missing clock ins/outs, nonproductive time taken, overtime or wrong clock code entry etc.).
  - b. Corrections should be made as soon as possible and not wait till the end of the pay period.
  - c. It is the team member's responsibility to record PTO, Jury Duty, UPT, etc for each pay period.
  - d. Failure to submit accurate documentation is considered a performance issue and may result in action being taken under the Corrective Action policy.
4. Excessive clocking errors will be subject to Corrective Action. Errors include but are not limited to:
  - Short break (SE)
  - Long break (LE)
  - No break - without approval
  - Missing clock-in
  - Missing clock-out
  - Incorrect code usage

## **X. APPENDICES/ATTACHMENTS/FORMS/ LABELS**

N/A

## **XI. REFERENCES**

N/A

## Attachments

No Attachments

## Approval Signatures

Step Description	Approver	Date
CLIA Laboratory Director	Muhammad Idrees: Staff Physician	12/2020
Division Director	Daniel Smith: Staff Physician	12/2020
Medical Director	Amy Gabbard: Staff Physician	12/2020
Endorsing on Behalf of Oversight Committee	Cynthia Watt: Project Coordinator	12/2020
Supervisors (QA Unit)	Jayanna Slayten: Supervisor-Lab	12/2020
Supervisors (QA Unit)	Evangeline Miguel: Supervisor-Lab	12/2020
Supervisors (QA Unit)	Tracie Ingle: Supervisor-Lab	12/2020
Director	Heather Vaught: Dir-Transfusion Medicine-Lab	12/2020

## Applicability

IU Health Pathology Laboratory