

**Grand Traverse Pavilions**  
*Human Resources*

**ATTENDANCE POLICY**

**PURPOSE**

The goal of the Organization is to provide optimum care to constituents. To successfully achieve this goal, a team effort is needed on a daily basis, and therefore a policy to address absenteeism and tardiness is essential.

**STANDARDS**

It is understood that illness, family responsibilities, and other unplanned events can impact an employee's ability to report to work as scheduled. This policy is intended to provide a specified number of days per year for unscheduled absences/tardies, which are not to be construed as entitlement for indiscriminate utilization.

For regular, full-time employees, ten (10) absence days will be allowed during a one (1) year period based on a rolling calendar. For regular, part-time employees, seven (7) absence days will be allowed during a one (1) year period based a rolling calendar. On-call employees will be subject to the attendance guidelines established in the "On-call Status" policy.

An employee who goes from regular, full-time to regular, part-time will continue with ten (10) absence for the remainder of the 12 months currently running, at which time, allowed absence days will be seven (7).

**Definition of Attendance Occurrence:**

An attendance occurrence is defined as any time missed from a scheduled shift greater than 2 minutes and will be tracked on the employee's attendance tracking form.

Not charged to attendance is time missed due to the following:

- Disciplinary suspension days.
- Pre-arranged and approved time off.
- Bereavement days.
- Jury duty, subpoenas, or other court mandated appointments.
- Time off under FMLA or Military LOA.
- Declared severe weather days.
- Work-related injury.

**A consecutive period of absence** from work due to illness or injury will be counted as only one (1) absence when a doctor's note is provided.

- Two (2) consecutive shifts for 12-hour staff

- Three (3) consecutive shifts for 8-hour staff
- Any days missed more than the above, would require usage of FML or facility leave.

Documentation must be provided within 2 weeks of last day absent. Failure to provide doctor's note will result in all absences being applied individually to attendance.

## **DEFINITIONS**

Rolling Calendar is a 12-month period measured backwards from the date an employee calls in. Whenever an absence occurs, a twelve (12) month period of time begins. **After** the conclusion of twelve (12) months, that particular absence occurrence is removed from the employee's attendance record, and will not be considered thereafter as a basis for corrective disciplinary action under the Attendance Policy.

Except for the above referenced exemptions, an absence occurs when an employee fails to report to work on a scheduled day.

### **Calculation of Attendance Occurrences**

Charges to attendance shall be for time missed (not worked) from the scheduled shift.

- **.25** - Greater than two (2) minutes, but not greater than forty-five (45) minutes.
- **.50** - Greater than forty-five (45) minutes, but not greater than four and 1/2 (4.5) hours.
- **1.0** - Greater than four and 1/2 (4.5) hours, but not greater than eight and 1/2 (8.5) hours.
- **1.5** - Greater than eight and 1/2 (8.5) hours.

Holiday absences will be charged **double**.

Weekend make-up absences will be charged **double**.

Makeup shifts will be scheduled as needed for weekend and holiday absences at the sole discretion of the Organization.

### **Absence Exchange**

Each employee can earn back up to 2.5 attendance points in a 12 month period by picking up shifts posted by the scheduling department.

- Each eight (8) hour shift picked up can be used to remove .5 points from the accrued attendance total.
- Each twelve (12) hour shift picked up can be used to remove .75 points from the accrued attendance total.

## **PROCEDURE**

### **A. Notification of Absence**

1. Calling in for reasons of absence for all departments or organizational programs must be made to a central telephone number as specified. The person assigned to the central telephone number will retrieve call-in messages and notify the respective department supervisor accordingly.
2. Administrative staff are to contact the pre-designated person/telephone number for respective areas.
3. Notification must be given at least one (1) hour prior to the start of the day shift, (any shift starting prior to 10:00 a.m.) or two (2) hours prior to the start of any shift starting after 10:00 a.m.
4. Failure to provide notification as stated will subject the employee to disciplinary action up to and including termination at the discretion of the Organization.
5. Call-ins due to illness, must include symptoms for infection control purposes.
6. When notifying of an absence related to an approved FMLA, the FMLA condition must be specified by the employee, and then verified for qualification purposes by the Organization that FMLA applies to the absence.
7. Compliance with the advance notification requirement does not remove the absence as defined by the Absenteeism and Tardiness Policy, but failure to provide notification as specified will subject the employee to disciplinary action up to and including termination consistent with the Organization's Employee Handbook guidelines and specific Bargaining Unit contracts.

### **B. No Call/No Show**

Employee advance notification regarding his/her absence from a scheduled shift is imperative. Should an employee fail to provide advance notification, the following procedure will be initiated:

1. One (1) no call/no show will be allowed and will count as described above, if an explanatory letter is provided to the Administrator/designee and accepted as a valid reason, prior to the employee's next scheduled day/shift after the no call/no show occurrence. If the letter and reason are not deemed acceptable by the Administrator/designee, automatic termination will occur.

2. A supervisor/designee will be responsible to contact the employee prior to his/her next scheduled day to advise the employee to write and deliver the explanatory letter for presentation to the Administrator/designee's office prior to the employee's next scheduled day/shift, and the supervisor/designee will document such contact accordingly on appropriate form.
3. Two Unsuccessful attempts by the supervisor/designee to contact the no call/no show employee, (e.g., no answer or message left with another person/answering machine), will be documented accordingly on appropriate form by the supervisor/designee and will constitute a valid method of contact. The time frame for contact attempts by the supervisor/designee will be up to two (2) hours into the respective shift of employee's absence.
4. A second no call/no show within the employee's respective attendance year will result in automatic self-termination of employment.
5. An employee who fails to report for work or to call in for two (2) consecutive scheduled days will be considered a voluntary quit without notice, and WILL FORFEIT ALL ACCRUED BENEFITS.

C. Attendance Monitoring

The Attendance Tracking Form will be utilized to monitor each employee's absences/tardies.

1. The Attendance Tracking Form will be initiated for each employee by the Scheduling Department at the time of initial employment with the Organization.
2. An employee who acquires three (3) absences during his/her probationary period will be terminated unless circumstances have occurred to justify otherwise, which will be at the sole discretion of the Organization. In addition to attendance determination, probationary evaluations and other such tools/observations will reflect whether or not the probationary employee's performance and/or conduct meets Organization standards.
3. On-call employees will be subject to the attendance guidelines established in the "On-call Status" policy.

D. Corrective Action Intervention

Employees will not be required to sign for each individual occurrence until the designated step for a Verbal Warning.

**Corrective Action**                      **Number of Occurrences within a 12-month period**

<b>Verbal warning:</b>	# 6 Full-time	# 4 Part-time
<b>Written warning:</b>	# 8 Full-time	# 6 Part-time

Staff will be required to review their attendance tracking form and sign the appropriate counseling memo at these steps.

**Suspension:**                                      #10 Full-time                                      # 7 Part-time

Staff will be required to review their attendance tracking form and sign the appropriate counseling memo. Suspension dates may be waived, at the discretion of the Organization.

Any unscheduled time absent from work beyond ten (10) absences for regular, full-time employees or seven (7) for regular, part-time employees, including a tardy, half day, or full day = Termination of employment.

Probationary/Introductory Employees:

**Corrective Action**                      **Number of Occurrences within 500 hours**

<b>Verbal warning:</b>	#1
<b>Written warning:</b>	#2
<b>Termination:</b>	#3

Absence exchange is **not** permitted during probation/introduction period.

E. Perfect Attendance Recognition

Human Resources Department will be responsible to establish and implement the manner of recognition in accordance with respective Bargaining Unit contracts.