Policy and Procedure

Title: Attendance and Punctuality For Hourly Employees
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A list of the departmental policies on Attendance and Punctuality for Hourly Employees follow the narrative portion of this document.

PURPOSE:

The purpose of this policy is to outline the standards regarding attendance and punctuality issues for hourly employees of Group Health Cooperative of South Central Wisconsin (GHC-SCW).

POLICY:

1. Expectations
   a. All hourly employees are expected to report to work on time and maintain a satisfactory attendance record.
   b. All hourly employees are expected to be at their workstations and working at the beginning of their scheduled shifts.
   c. All hourly employees are expected to submit requests for time off to appropriate managerial/supervisory personnel as far in advance as possible.
      1) All hourly employees are expected to use authorized GHC-SCW forms to request time off. (The most current versions of these forms are available via the “Forms Area” link on the home page of the GHC-SCW Intranet.)
      2) The amount of advance notice for requests is determined by each department as stated in the department’s attendance policy.
   d. All hourly employees are expected to work their entire scheduled shift unless otherwise approved by a manager, team leader, or designated representative.

2. Unscheduled Time Off (UMTO)
   a. Incidents of absence or tardiness that are not appropriately communicated to appropriate supervisory/managerial staff before the fact are considered unchecked.

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<thead>
<tr>
<th>Review Date</th>
<th>1/06</th>
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<td>Revision Date</td>
<td>10/95</td>
<td>8/97</td>
<td>9/06</td>
<td>3/09</td>
<td>10/12</td>
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</table>
b. Unscheduled Absences

1) If an employee is not available to work for one hour or more of a scheduled shift, the employee is considered absent. If the employee’s unavailability was not appropriately communicated to the employee’s supervisor beforehand, the absence is considered unscheduled.

2) If an employee is unavailable for more than one scheduled shift, the absence is unscheduled, and the shifts are within the same work week, the employee’s unavailability for those shifts will be counted as one (1) absence.

For example:
If an employee is ill for three (3) days in a row, the manager(s) should count the three (3) days off as one absence; or
If an employee’s child is sick and the employee took off Monday and Wednesday to be home with the child but arranged for another caretaker to be home with the child on Tuesday, the manager(s) should consider Monday and Wednesday as one absence.

c. A notification regarding an absence, whether or not promptly or appropriately given, does not necessarily excuse the absence.

d. If an employee is sent home due to illness, this time is considered unscheduled (UMTO) (see “Employee Illness at Work” HR.HS.004 and “Work Instructions for Employees with Communicable Infectious Diseases or Exposures” HR.ER.007).

3. Tardiness

a. If an employee has not arrived at work and/or is not at the employee’s workstation and working when the employee’s scheduled shift begins, the employee is considered late. If the fact that the employee is late has not been appropriately communicated to appropriate supervisory/managerial personnel beforehand, the employee may also be considered tardy.

b. The amount of time an employee can be late for a scheduled shift without being considered tardy varies by department and is specified by the attendance policy of the employee’s department. (A complete list of GHC-SCW “Attendance and Punctuality” P&Ps follows the narrative portion of this document.)

c. Tardiness can occur at the start of a scheduled shift or after a scheduled break or lunch.

d. If an employee is unavailable to work for more than one hour during a scheduled shift for any reason, the employee is considered absent, not tardy.
4. Unscheduled Absenteeism, Tardiness, and Progressive Discipline

a. The number of incidents of unscheduled absenteeism and tardiness considered excessive and, as such, are subject to progressive discipline is indicated in the chart below.

<table>
<thead>
<tr>
<th>FTE Status</th>
<th>NUMBER OF UNSCHEDULED INCIDENTS OF TARDINESS AND ABSENCES WITHIN A 6-MONTH ROLLING PERIOD</th>
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<tr>
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<td>1</td>
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<tr>
<td>.5 or more FTE status</td>
<td>Counseling and/or Action Plan</td>
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<tr>
<td>.15&lt;.5 FTE status</td>
<td>Counseling and/or Action Plan</td>
</tr>
<tr>
<td>&lt;.15 FTE status</td>
<td>Written Warning/Last Chance Letter</td>
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The term “six-month rolling period” refers to the six consecutive months that follow any unscheduled absence or incident of tardiness. The 6-month period begins when an employee has an unscheduled absence or incident of tardiness. When six months have passed, the first month in which an absence or incident of tardiness occurred drops off the rolling six month period and the 6-month period begins again with the month in which the next unscheduled absence or incident of tardiness occurs.

b. Patterns of tardiness (e.g., unscheduled tardy hours consistently occurring prior to or following days off or weekends), overall work performance, initial evaluation period, noncompliance with absence notification procedure, past attendance, and punctuality record, and/or incidents of tardiness of 30 minutes or more will be considered by the manager(s) as grounds for following a more accelerated schedule of progressive discipline.

c. Both unscheduled absences and incidents of tardiness are considered attendance issues and are taken into consideration counted considered jointly as attendance issues and are considered cumulatively on the progressive discipline schedule.

d. The rolling 6-month rule is temporarily suspended if an employee 1) already has received a written warning for excessive tardiness or absenteeism and 2) has another unscheduled incident of tardiness or absenteeism less than six months of the written warning. In cases such as this, all absences that led up to the written warning will be counted, and the next step in the progressive discipline process will apply.

e. An employee who was subject to progressive discipline as the result of excessive unscheduled absences and/or incidents of tardiness but has subsequently achieved perfect attendance (i.e., no incidents of tardiness or absenteeism) for a six-month period is no longer subject to progressive discipline for the employee’s next incident; however, if a pattern of excessive absence or tardiness reoccurs, the employee will again be subject to progressive discipline.

f. Incidents of tardiness or absences due to an approved serious health condition under the state or federal Family Medical Leave Acts or due to a workers’ compensation illness or injury are not subject to progressive discipline.
5. **In the event of discrepancy, this GHC-SCW Human Resources Policy supersedes any department policy.**

6. This policy and the following procedures will be applied to be consistent with any applicable requirements of law including, but not necessarily limited to, the state and/or federal Family and Medical Leave Acts.

**PROCEDURE:**

1. **Employee Responsibilities**

   a. **Reporting Lateness and Tardiness**

      1) The employee is to notify the manager(s), team leader or designated representative, appropriately and promptly when the employee is unable to report for work on time.

      a) It is not acceptable to leave a message with a co-worker.

      b) The employee is expected to give an explanation for lateness/tardiness.

      c) The definitions for appropriate and prompt notification are defined by the employee’s department policy on attendance.

      2) Except as may otherwise be required in the particular circumstances stated in the Federal or State Family and Medical Leave Acts, hourly employees must use accumulated MTO for time off due to tardiness (whether excused or unscheduled). If the employee has no MTO balance, the employee will not be paid for time off due to tardiness.

   b. **Reporting Unscheduled Absences**

      1) The employee is to notify the employee’s manager, team leader or designated representative of unscheduled absences as far in advance as possible so that necessary coverage can be arranged.

      a) The employee is expected to give an explanation for the absence.

      b) If the absence is more than one scheduled shift within the same work week, the employee is expected to notify the employee’s manager, team leader, or designated representative about each shift the employee misses.

      2) The employee is responsible for informing the manager(s), team leader or designated representative in accordance with established attendance policies outlining appropriate call-in procedure and what is considered prompt notification.
3) Each employee is responsible for following his/her department’s call-in procedure. However, in no department is it acceptable to leave a message with a co-worker.

4) An employee may not have another person report an absence unless there are extraordinary circumstances preventing the employee from making the report. Extraordinary circumstances may include a car accident or other emergency.

5) Once an employee has notified the department of his/her absence, the manager, team leader or designated representative may call the employee back to check on the status of the employee’s or the employee’s dependent’s illness or situation. If the employee notified the department by voice mail or through a written message, the manager, clinic manager, or team leader will call the employee back to clarify information regarding the absence.

6) If an employee is absent for two (2) consecutive scheduled shifts without appropriately notifying the employee’s supervisor or a designated representative, the employee may be considered to have voluntarily terminated employment with GHC-SCW.

   a) Upon confirming that voluntary termination was the intent of the employee, these circumstances will be handled in accordance with the Employment Termination Policy.

   b) An employee who terminates employment under these circumstances is not eligible for rehire.

7) An employee who requests time off for a same day appointment must seek approval from the employee’s immediate supervisor or manager, a clinic manager, team leader or designated representative prior to scheduling the appointment. Time off for a same day appointment will be considered unscheduled.

2. Supervisor and Manager Responsibilities

   a. Departmental Attendance and Punctuality Policies

   1) Since some GHC-SCW departments and certain positions have department-specific or position-specific punctuality standards and protocols due to varying customer service needs, each department is required to develop a departmental “Attendance and Punctuality” policy. (A complete list of GHC-SCW “Attendance and Punctuality” P&Ps follows the narrative portion of this document.)

   2) The policy will include specific information that:

      a) Defines the amount of time beyond a start time or return to work time that is considered an incident of tardiness; and

      b) Outlines the appropriate call-in procedure for absences and incidents of tardiness; and

      c) Defines what is “prompt” notification for absences; and

      d) Outlines the procedure for time-off requests.

   3) Department managers are responsible for communicating the department’s policy to all new employees and also to current employees on a regular basis as a refresher.
4) The department manager/supervisor or a designated representative will maintain attendance and punctuality records. The records will include information on all types of paid and unpaid time off taken by the employee as well as information regarding all incidents of tardiness.

5) The department manager/supervisor will include comments on unscheduled absences and incidents of tardiness in employee performance reviews.

b. Work Releases

1) A manager or team leader may require a work release form from the employee’s practitioner (or the practitioner of the employee’s dependent, depending on the circumstances) before the employee returns to work after an absence involving the illness or injury of the employee or the employee’s dependent.

   a) The manager or team leader should consider the nature of the absence, the employee’s past attendance record, and the employee’s overall work record when considering whether or not to require a work release form. (For more information regarding work release forms, consult Human Resources.)

   b) All work release forms should be sent to the Human Resources Department to be filed in the employee’s medical history file.

2) The employee is expected to contact the employee’s manager, team leader, or designated representative if the employee feels fit to work or is ready to return to work earlier than expected. In some circumstances, the manager may require the employee to present a work release form before returning to work.

c. Leaves of Absence

1) If an employee with an unscheduled absence is unable to return to work at the end of one work week, the time off from work is considered a leave of absence. This applies whether the employee used UMTO or not.

2) Supervisors and managers will deal with requests for leaves of absence in accordance with the Leave of Absence Policies of GHC-SCW.

   a) Personal or Educational – HR.BEN.007

   b) Family Medical Leave (FMLA) – HR.BEN.208

   c) Employment-related Court Appearances and/or Jury Duty – HR.BEN.022

   d) Military – HR.BEN.010

3) Unless unscheduled time off is designated as leave time under the state and/or federal Family or Medical Leave Acts, hourly employees must use hours from their accrued MTO balance for time off due to unscheduled absences. If the employee has no MTO accrued, the employee will not be paid for time off due to an absence.
1. Care Management. CM.MED.023.

2. Facilities. CL.FAC.001.

3. Health Education. CHE.053.

4. Health Information Management. HID.057.

5. Medical Coding. INS.MC.016.

6. Medical Division. MED.026.

7. Member Services. SM.MS.031.

8. Mental Health. MED.BH.014.


10. Optometry Operations. CL.OPT.004.


12. Physical and Occupational Therapy. PTOT.006.


14. Reception. CL.REC.ADM.002.