

## ATTENDANCE POLICY - HOURLY PERSONNEL

All employees are expected to report to work as scheduled and be ready for work at the scheduled start time. Absenteeism and lateness/leaving early are expensive, disruptive, place an unfair burden on those employees who must fill-in for absent employees, and may negatively impact customer service.

We understand that certain situations may arise that cause an employee to miss some of or all of a day of work. However, good attendance is an essential requirement to the success of our team and unscheduled absences must be kept to a minimum.

### Definitions:

- Unscheduled Absence - Any absence which was not scheduled and approved in advance, and/or for which you do not have a leave available to cover the time missed. These leaves include vacation, sick, personal, jury duty, funeral leave, military leave, family and medical leave, and work-injury related leave.
- Occurrence - A numeric value assigned to an attendance or call-out violation. Occurrences accumulate and may trigger disciplinary action.
- Absence - Any unscheduled call off from work or missing more than 50% of your scheduled work time due to a late arrival or leaving early. An absence includes all unscheduled, lost work time whether avoidable or unavoidable, regardless of the reason or the lack of fault of the employee and/or whether the employee receives pay for the time off.
  - Single day absences equal one (1) occurrence.
  - An absence of multiple consecutive days due to the same illness or injury up to 3 days will be counted as one (1) occurrence for purposes of this policy.
- No call/no show - An unscheduled absence from work without notifying management before or within the first hour of the shift. This is considered a very serious infraction.
  - Any one day of no call/no show will be considered as three (3) occurrences.
- Tardy/leaving early - Reporting to work one (1) or more minutes after your scheduled starting time or leaving work one (1) or more minutes prior to your scheduled ending time, unless approved by your manager or supervisor in advance. Each “tardy or leaving early” will earn occurrences as follows:
  - 1/2 occurrence: Tardy by 1 minute up to 50% of your shift, or early outs of 1 minute up to 50% of your shift.
  - 1 occurrence: Missing more than 50% of your shift, as defined under “Absence” above.

### **Call-Off Notification Procedures:**

You must follow these call-off notification procedures any time you have an unscheduled absence. If you contact someone, but do not follow these procedures, you will receive an additional half (.5) point occurrence, on top of the earned infraction's occurrence.

- If you are unable to report to work as scheduled, it is your responsibility to call and speak to your manager or supervisor. If they are unavailable, use your best judgement to contact another person in the chain of command.
- You are required to call by telephone. Your manager or supervisor will let you know if text messaging, emails, or any other form of communication besides phone calls are acceptable.
  - If you have left a message for your manager or supervisor regarding your absence, or communicated in a way other than telephone, and received no response, you must call back before or at the beginning of your scheduled shift and speak with the manager or supervisor live.
- Having another person call on your behalf is not acceptable, unless there are extenuating circumstances that prevent you from personally calling.
- If you are running late you must call your supervisor or manager and let them know prior to the start of your shift.
- If you will be absent for longer than one day, you will be required to keep your manager informed of your status on a daily basis, unless directed otherwise by your manager and may be required to provide necessary documentation.

### **Attendance Standards:**

Absences, no call, no shows, tardy/leaving early are accumulated and counted in a rolling twelve (12) month period of actual time worked, and will expire twelve months from the date of the initial incident. For example, if you are not scheduled to work in the summer, we will look back at 12 months of actual time worked.

1. Constructive counseling for absenteeism will be as follows:
  - After accumulating 4 occurrences in a rolling 12 month period: **Written Coaching**
  - After accumulating 6 occurrences in a rolling 12 month period: **Written Warning**
  - After accumulating 7 occurrences in a rolling 12 month period: **Review for Termination which may lead to Termination of Employment**
2. Absences due to qualifying reasons protected by FMLA will not be counted and will not result in the accumulation of occurrences, provided you comply with your responsibilities under this law, the Call-Off Notification Procedures included herein, and the College's policies and procedures regarding leaves of absence.
3. You will not be eligible for holiday pay if you have an unscheduled absence the day prior to, the day of, and/or the day after a holiday.
4. We reserve the right to require a medical clearance and/or verification from your health care provider any time you miss work due to medical reasons not protected by the FMLA.

5. Employees who display a pattern of absenteeism, tardies, or early outs within the 12 month rolling period, or from year to year, may be subject to additional disciplinary action.

### **Attendance Records**

For reasons of consistency and fairness, all instances of absence, tardiness, and leaving early (including those for which an employee receives personal, sick, or vacation pay) will be recorded in the timekeeping system or an attendance log, regardless of the reason for the absence and whether or not prior approval was granted. Employees may view their attendance record upon request.

### **Requests for Time Off Procedures:**

All requests for time off must be made electronically or in writing.

- For requests of leave lasting one day or less, the request must be made at least two (2) business days in advance.
- For leave requests of more than one day, the request must be made a minimum of seven (7) business days in advance.
- Written requests by different employees for time off for the same dates/times will be considered in the order they are received.
- All requests for time off will be considered in light of operational and business needs. A request for time off does not guarantee that it will be granted.

### **Schedules**

Employee schedules are carefully planned by department leadership based on the department's needs and particular job requirements. Employees with varying weekly schedules will have the schedule for the following week communicated by noon on Wednesday of the current week. Employees must contact their immediate supervisor within 24 hours of the schedule being posted if they anticipate a problem fulfilling the posted schedule.

Changes or substitutions to the work schedule can only be made by the department manager or designated supervisor. Unauthorized changes made to the schedule will be grounds for disciplinary action, up to and including termination.

No employee is guaranteed the same schedule each week. Furthermore, no guarantees can be made relating to schedules, hours, number of hours to be worked, work locations, or positions.

Occasionally, employees may be able to switch shifts with another, with prior management approval. In such cases, the employees switching must have equivalent skill sets and the switching cannot result in overtime. Any employee found switching shifts without informing their supervisor or manager will be subject to constructive counseling.

All employees are expected to perform some weekend, holiday, and/or overtime work due to Campus activities and student needs. Adequate notice will be given.