

702 Attendance & Punctuality

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Purpose: To promote a healthy team environment by setting clear expectations regarding attendance and punctuality.

Regular attendance and punctuality are essential responsibilities of each employee at Pine Haven Christian Communities. Any tardiness or unscheduled absence causes problems for fellow employees and Supervisors. When an employee is absent, others must perform the work, which diminishes the continuity of resident care.

Employees are expected to report to work as scheduled, on time, and prepared to start work at the beginning of their scheduled shift. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and should be avoided.

Any employee who fails to report to work without notification to his/her Supervisor (or Scheduling Department for nursing positions) for a period of three days (no call/no show) is considered to have voluntarily terminated his/her employment relationship.

Scheduled Absences

Scheduled absences are generally approved in advance. Scheduled absences are not considered an occurrence in relation to the attendance policy and may include the following:

- Vacation
- Personal Business
- Family Medical Leave Act (FMLA)
- Jury Duty
- Bereavement Leave
- Personal Leave of Absence
- Absence Excused by Law

Unscheduled Absences

Unscheduled absences put an added burden on co-workers and negatively affect resident care. We understand there may be times when an employee is unexpectedly not able to report to work as scheduled. As a result, a certain number of unexcused absences are allowed each year. Employees are encouraged to keep these occurrences to a minimum. If unscheduled absences become excessive, this will be addressed through the Corrective Action Policy.

Unscheduled absences include:

- Personal or Family Illness
- Accident
- Personal or Family Emergency
- Weather-Related Absences
- Unplanned Absence Not Covered by FMLA or Other Leave Policy

Up to three (3) consecutive workdays missed for the same reason will be counted as one occurrence for purposes of the attendance policy. However, absences of more than three (3) consecutive workdays missed in compliance with public health guidelines for containing communicable disease (COVID-19, tuberculosis, etc.) may be counted as a single occurrence.

For the health and safety of our residents and to comply with State regulations, Pine Haven Christian Communities has the following requirements:

- Employees experiencing gastro-intestinal symptoms may not return to work until they are symptom free for 48 hours.
- Employees experiencing a fever may not return to work until they are fever-free without the use of fever-reducing medication for 24 hours.

While Pine Haven requires absences of this length for these specific symptoms, these unscheduled absences do place a burden on the remaining staff and may negatively affect resident care.

Employees may be asked to provide documentation from a physician to verify unscheduled absences due to illness. This documentation does not excuse the absence unless it is approved as part of the FMLA or Personal Leave policies. Employees absent from work for three days or more due to their own illness will be required to provide documentation from a physician indicating the employee is physically able to return to work. Physician documentation must be properly dated, indicate the reason for the absence and employee's inability to work, and be signed by the physician.

If an absence exceeds three consecutive days, employees will be required to file for FMLA. If an employee is not eligible for FMLA, he/she must file for Personal Leave. Employees are responsible for contacting the Human Resources Department to request appropriate paperwork. Medical authorization will be required to verify the leave of absence. Employees on FMLA or Personal Leave of Absence for medical reasons will be required to provide a release from the treating physician verifying the ability to return to work.

Reporting an Unscheduled Absence

In the event that an employee will be absent due to an accident, emergency, or personal or family illness, the employee is responsible for reporting the absence in a timely manner. Proper notification is considered to be at least two hours before the start of the shift, or as soon as the employee is aware he/she will not be able to be at work or

will be late to work. The employee must notify his/her immediate Supervisor (or Scheduling Department for nursing positions). For nursing positions which are part of 24/7 departments, leaving a voicemail message is not acceptable; employees must page and speak directly with the Charge Nurse or shift Supervisor on duty.

Employees who are absent from work without notification for three consecutive workdays (no call/no show) are considered to have voluntarily resigned their employment with Pine Haven Christian Communities.

Excessive Absenteeism

Regular attendance is an essential function of each employee’s job, and excessive absenteeism is considered a form of misconduct for the following reasons:

- It places a burden on co-workers.
- It has a negative impact on continuity and quality of resident care.
- It may increase costs for the organization.

In most cases, excessive absenteeism is defined as more than 7 occurrences in a rolling 12-month period of time for full-time employees with assigned hours of 60 or more per pay period. For part-time employees, occurrences are pro-rated based on assigned hours per pay period relative to 60 per pay period (rounded to the nearest ½ occurrence). The table below provides some examples.

Assigned Hours Per Pay Period	Excessive Absenteeism/Tardiness is More Than
60+	7
56	6.5
48	6
40	5
32	4.5
24	3.5
16	3
Casual (Less than 16)	3

Tardiness/Partial Shifts

Part of providing good continuity of care and good teamwork is arriving on time for work, especially when needing to get report from and take over responsibility from the prior shift. Employees are expected to be at work, ready to work in their departments, at the start of the shift. Employees are able to punch in using Pine Haven’s timekeeping system 5 minutes prior to the start of the shift to allow time to arrive in the department on time. Tardiness is defined as arriving to work after your regular start time.

Employees who are going to arrive late to work are expected to notify their immediate Supervisor (or Scheduler for clinical staff). Please refer to the Unscheduled Absences section above regarding talking directly to someone and not leaving voicemail

messages as notification. Notification should be made as soon as an employee is aware he/she will be late.

Employees will be considered tardy if they punch in using Pine Haven's timekeeping system one (1) minute or more past the start time for the scheduled shift. Tardy arrivals will count as ½ occurrence in relation to the Attendance Policy. Excessive tardiness is subject to the Corrective Action Policy. Refer to the table above for guidelines.

Partial shift absences, such as leaving early, will be considered as ½ occurrence.

Excessive Absenteeism/Tardiness, Coaching & Corrective Action

Our goal in addressing an employee's excessive absenteeism/tardiness is to bring the concern to the individual's attention as a means to correct the situation. We believe each employee has the ability to make the necessary corrections to be successful in his/her role at Pine Haven.

Repeated instances of absenteeism in the employee's first 90 days of employment may be grounds for accelerated corrective action, up to and including discharge.

Conversations between Managers and employees regarding an attendance concern should begin before it reaches the "excessive" level. These conversations should be documented as coaching conversations in the employee's department file maintained by the Manager.

When an employee reaches the number of occurrences defined as excessive, formal action will begin as defined by the Corrective Action Policy. The first step is a warning documented on the Corrective Action form and maintained in the employee's file in the Human Resources Department. Each full occurrence after the first warning will result in progression to the next step of the Corrective Action Policy. Continued excessive absenteeism or tardiness will be considered to be misconduct (disregard for the employer's interest) and may result in termination.

Absences and tardy arrivals are tracked on a rolling 12-month calendar backward from the most recent absence or tardy. For example, if an employee is absent on 01/03/2022, excessive absenteeism will be based on occurrences between 01/03/2021 and 01/03/2022.