

ATTENDANCE POLICY

It is the policy of Care-Age of Brookfield that employees are expected to report to work for their scheduled shift at the scheduled time and to work all scheduled hours. Each employee is responsible for the accuracy of his/her own time card.

Employee absenteeism negatively affects the ability of Care-Age of Brookfield to provide high quality care to our residents on a consistent basis. While absenteeism has many causes, it creates additional burdens for those employees who do report to work as scheduled and increases the potential for hazardous situations in the facility.

Purpose:

The purpose of this attendance program is to set and record an acceptable standard for attendance that takes into consideration the Care-Age of Brookfield's need to run its operation with as little disruption as possible, while still allowing for employee emergencies and illnesses.

Definitions & Procedures:

This is a no fault attendance policy will treat all employees equally and ensure that each employee is aware, at each step of the procedure, of the measures to be taken to avoid further discipline. **Mitigating circumstances will be taken into consideration by the Administrator, HR Director and Dept Head.**

Absence Occurrence: an absence occurrence is an employee's failure to report to or remain at work for at least half of his/her shift on that day scheduled. An absence occurrence begins when an employee is absent (not at work as scheduled) for more than half of his/her scheduled shift and ends when the employee returns to work; that is, a single absence may be for a few hours or for several consecutive days except for weekend and holiday shifts which are counted as independent absence occurrences.

Note: Employees are expected to work their shift as scheduled. This does not mean that an employee can come to work and expect to leave early. Approved early dismissals are only allowed for unexpected emergencies. Doctor appointments or things of similar nature need to be scheduled on scheduled days off or before/after the scheduled shift. In the event this is unavoidable, an employee must get approval prior to their scheduled shift.

Excessive Absence/Unacceptable Attendance: absence occurrences that fit these thresholds:

In a rolling 12-month period:

Four (4) absence occurrences:	1 st Warning
Six (6) absence occurrences:	2 nd Warning
Eight (8) absence occurrences:	Final Warning
Nine (9) absence occurrences:	Termination

Scheduled Time Off: time off from work approved in advance by the employee's supervisor. Scheduled time off does not adversely impact an employee's attendance record if healthcare center procedures are followed.

Unscheduled Time Off: any time the employee is unable to report to work for any reason not scheduled in advance by supervisor. Unscheduled time off is to be used only in cases of illness and emergencies.

Absence Without Notice: any failure to report for duty without properly notifying the immediate supervisor according to departmental procedure.

Tardiness: reporting to work (including scheduled work area) any time beyond the seven (7) minute period after the start of the shift, without prior approval from the immediate supervisor. Leaving early for or returning late from break periods or meal periods will also be considered tardiness. It shall be the responsibility of the employee to provide satisfactory verification of the extenuating circumstances, if requested by the supervisor. Employees who work on a flexible schedule would need to determine that schedule in advance with his/her supervisor to determine acceptable arrival and departure periods.

NOTE: Although this defines what is considered tardy under this policy- all employees are expected to report to their work stations at the start of his/her shift.

Excessive Tardiness: when an employee is tardy two (2) times in a thirty (30) day period of **more than 15 minutes each**, it will be considered an absence – occurrence. The thirty (30) day period begins with the first instance of tardiness. **Employees who excessively punch in 8 minutes – 14 minutes after the start of the scheduled shift will also be addressed with progressive discipline.**

Failure to Call: failure to call in at least two (2) hours before the start of the shift is unacceptable and will result in disciplinary action. This may be excused if the employee could not have known two hours in advance if he or she was going to be tardy or absent.

No Call, No Show: failure to call and/or failure to show up for work within 30 minutes after the start of the shift. It shall be the responsibility of the employee to provide the Administrator with satisfactory documentation of any mitigating circumstances.

One occurrence of no call/no show:	Final Warning
This will also count as one absence occurrence	in the event the employee does not come in to work
Second occurrence of no call/no show within a 12-month period:	Termination
Two consecutive days no call/no show:	Voluntary Resignation
Note: One occurrence of no call/no show within 90-day introductory period may result in termination.	

Employees who walk off the job, leave work during the scheduled shift without authorization from the supervisor will be considered to have voluntarily quit their position.

Policy Exceptions:

Employees absent due to an employee approved leave of absence, a work-related injury, approved time off from work, jury duty, or bereavement will not be recorded as absent for purposes of this policy.

For the purposes of this policy, bereavement is defined as time requested off due to the death of an immediate family member. Immediate family member is defined as spouse, child, parent, parent-in-law, brother, sister, brother-in-law, sister-in-law, grandchild or grandparent. The employee may request earned C.O.P. points for bereavement time. **Proper documentation is required to take off the occurrence.**

Severe Weather

Due to the nature of our business of caring for people, we operate 24 hours per day, 7 days per week. Given the WI climate, we occasionally experience severe weather conditions. When these conditions exist, employees are expected to make every reasonable effort to report to work. It is important to maintain sufficient staff levels to provide the best care and meet the needs of our residents; therefore, staff are expected to stay after the end of their shift until relieved by subsequent shift staff or released by the Supervisor. If you are unable to get to work or expect to be late, contact your Supervisor as soon as possible.

Absence Occurrence Redemption Program

An employee who has successfully completed the 90-day introductory period of employment is eligible to participate in the Absence Occurrence Redemption Program. Under this program, an employee who has been disciplined for excessive occurrences or unacceptable attendance has the opportunity to reduce the number of absence occurrences. Under the Absence Occurrence Redemption Program, an employee will have his or her absence occurrences reduced by one occurrence if he or she works for three consecutive months (90 days) without receiving any additional absence occurrences.

Employees can also earn one absence occurrence by working an unscheduled holiday shift.

If an employee incurs an absence occurrence within 30 days after earning back an absence occurrence, that employee will lose that occurrence credit.

Notifying Supervisors of Unscheduled Absence (Call-In Procedure):

1. The employee must notify the supervisor or designee of the **reason for and expected length of absence** at least two (2) hours before his/her scheduled starting time. Messages left on voicemail will not be accepted for call-ins, this will be considered a no call/no show occurrence.
2. The employee must notify only the supervisor or designee of the absence unless the supervisor authorizes a different notification process.
3. An employee who is late for work may not stay on duty beyond the regular scheduled work time to make up the lost time unless specifically authorized to do so by the supervisor.
4. A physician's statement will be required to substantiate any absence of three (3) or more days due to illness or injury. The physician's statement after the absence will be used to certify that the employee is fit for duty and able to return to work. The physician's statement will not excuse the absences for the purpose of this policy unless protected by any state or federal law.
5. When an employee must be absent more than one (1) day due to doctor's orders, it will be the employee's responsibility to advise the designated supervisor of his or her return to work on the first day of absence. For absences expected to exceed five (5) scheduled workdays, or seven (7) calendar days, an authorized leave of absence must be requested.
6. For employees who are consistently absent, the supervisor may provide the employee with a notice that as to all future absences, including one-day absences, a physician's statement verifying the need for the absence will be required. (Note that it is the need to be absent from work, and not the diagnosis, that may be requested.)
7. All employees will be expected to make up their absent weekend or holiday shift per the staffing needs of the department. **Weekend absences are defined as Friday PM shift through Sunday PM shift.** Absences covered under an approve FMLA will be an exception to this rule.
8. Excessive absenteeism, excessive tardiness and / or a pattern of absences, such as absent every Friday, will lead to disciplinary action up to and including discharge.
9. All employees will be expected to make up their absent weekend or holiday shift per the staffing needs of the department. **Weekend absences are defined as Friday PM shift through Sunday PM shift.** Absences covered under an approved FMLA will be an exception to this rule.
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Staff Illness Policy

To prevent residents from becoming ill from gastrointestinal virus or respiratory influenza, the CDC put guidelines in place for employees of health care facilities. With these guidelines, when employees call in for their scheduled shifts, they can expect to be asked by the supervisor:

- a. What are the symptoms they are experiencing.
- b. The start date of their symptoms
- c. Whether the symptoms are due to a gastrointestinal or flu virus or some other reason.
- d. The employee will need to call with the end date of their symptoms and if they needed to go to the hospital due to their illness.

Based on the information given and what time of year the absence occurs, the employees may not be allowed back to work until a certain period after the symptoms have ended. The Supervisor will notify those employees that are affected by this policy. Absences that are affected by this policy will be subject to the Attendance Policy.

Explaining reasons for absence is not only to assist in preventing outbreaks in the facility; it also helps in situations where a Leave of Absence may apply. Simply calling in "sick" does not put an employer on notice to offer Family Medical Leave and, therefore, time off would be unprotected (providing the reason for the leave qualifies as FMLA.)

PROCEDURE:

1. When an employee calls in an absence or tardy, the reporting supervisor documents on the Absence Report.
2. Each tardy and/or absence should be recorded on the Yearly Attendance Calendar by HR Director or designee.
3. Tardy: after recording tardy, check attendance record to see if the employee has been tardy within the past 30 days. If so, those two tardies would be counted as one absence occurrence. If not, there is no consequence at this time.
4. Absence: after recording absence occurrence- look at the employee's previous 12 months of absences and calculate the number of absences to determine if the employee would be at a written discipline for attendance.
5. When an employee is at or exceeds the allowable number of absences, as defined by this policy, the Human Resource Director or designee will generate the appropriate counseling/disciplinary notice. The employee's personnel file should be reviewed prior to generating the notice to insure that the appropriate level of discipline is issued (i.e., if at 6 occurrences, has employee received a 1st warning previously?)
6. The employee's supervisor must actually issue the notice and discuss it with the employee.
7. Employees must be told the consequences for the following events:
 - a. Unscheduled absences
 - b. Absence without appropriate notice (no call/no show)
 - c. Walking off the job (i.e.: at the time, must be informed that if they leave without permission, they are risking losing their job for job abandonment).

Absence Warning Redemption

1. Employees can earn one absence occurrence back when they go 90 days without an absence occurrence
2. Employees can earn one absence occurrence back when they work an unscheduled holiday shift