

ATTENDANCE / CALL IN SICK / TARDY POLICY

Consistent attendance and punctuality are expected from employees to ensure job duties, staff-to-client ratios, and department/company goals are achieved. Absences AND Clocking IN/OUT Early or Late negatively affects productivity, the team, level of care, budgets, and compliance.

Employees are required to work their scheduled shifts and be on time for each scheduled shift. Staff should not be clocking IN early/late OR clocking OUT early/late without supervisor approval.

PURPOSE:

This policy's objective is to build good team relations, ensure employees understand the expectation for work attendance, the impact it has on others/Switchpoint, and the importance/process of notifying their supervisors of absences/tardies. This policy also outlines the consequences of excessive tardiness and absenteeism.

SCOPE:

This policy applies to all Friends of Switchpoint employees in all regions/counties.

DEFINITIONS:

- Early Departure – Leaving work early or during a scheduled shift without supervisor approval
- Tardy – Being 5 to 19 minutes late for a scheduled shift
- Late/Extra Early – Being 20 minutes to 2 hours late/early/mid-shift for a scheduled shift
- Absence – Not reporting to work as scheduled or being late by more than 2 hours
- Unexcused Absence – Failure to provide requested/required documentation
- Improper Call-In – Failure to notify supervisor using proper department call-in procedure
- NCNS – Not calling in and not showing up for work for one day
- Abandonment – Employees are considered to have abandoned their position, and voluntarily quit, if they are absent for 2 or more days without notifying their supervisor or department. Job abandonment will result in voluntary termination after the second NCNS.

PROCEDURE:

- **Expectations**
 - Arrive On Time and clock in on time to scheduled shift
 - No earlier or later than 5 minutes
 - If staff will be later than 5 minutes, they must communicate this to their supervisor (+ team members they will be relieving) through the proper communication channel (text/slack/etc.)
 - Work Scheduled Hours/Shift
 - Staff may only leave a shift early with permission from supervisor

- When more staff are scheduled than needed, supervisors may ask staff to leave their scheduled shift early
 - Employees will not be compensated for hours not worked if they are asked to leave earlier than scheduled.
- Supervisors are expected to post schedules in advance.
- Overtime should be avoided and must be approved by supervisor/director **prior to working overtime.**
- Clock IN and Clock OUT using Paylocity Time Clock on your phone or computer
 - Employees are expected to download the Paylocity App and clock-in when they arrive at work and clock-out when they finish work.
 - After their first month of punching time in Paylocity, employees with 2 or more missed punches or punch corrections per week will receive a verbal warning.
 - Employees that continue to have 2+ missed punches or punch corrections per week after a verbal warning will receive a written warning.
 - Employees that continue to have 2+ missed punches or punch corrections per week after a written warning will be subject to additional corrective action.
- In cases of EMERGENCY/ILLNESS, employees will ALERT their supervisor ASAP!
 - An Emergency is defined as: an unforeseen and **unavoidable** circumstance such as car accident, medical emergency, extreme weather, etc.
 - Any absences of 3+ days within a 2-week period due to medical reasons will require documentation. Acceptable documentation must coincide with date(s) of absence, must be received within 15 days of absence, and may include:
 - Doctor's note
 - Hospital/Clinic/Emergency Care paperwork
 - Test Results of contagious illness
 - Etc.
- If Staff Need to Call Out of their assigned shift they must:
 - Notify supervisor 4 hours before start of shift (except for Emergencies out the employee's control)
 - **It is the employee's responsibility to find a replacement for their assigned shift(s)**
 - If efforts to find a replacement are unsuccessful, the employee must notify their supervisor
- Availability & Scheduling
 - Communicate availability at time of hire and also when availability changes
 - Scheduling will be based on employee availability, not employee preference
- Time Off Requests
 - Time off should be requested in advance and prior to when the schedule comes out
 - Not all time-off requests will be approved
 - Approvals will be based on
 - When submitted
 - Attendance record
 - Number/frequency of employee requests
 - Staffing ratios

- Department needs

PROCEDURES FOR CORRECTIVE ACTION:

Employees incur Attendance Points for tardiness, extra early/late arrivals, leaving early without permission, and absences. When Attendance Points accumulate, it can lead to warnings, corrective action, and/or termination of employment.

- Even with communication, employees will incur consequences such as Attendance Points and Corrective Action depending on:
 - How late they are
 - If there is a pattern of tardiness/absences
 - Lack of communication
 - Clocking in Early
 - Clocking out Late
 - Job duties are not accomplished
 - If timecards are not approved by timecard deadline
 - Etc.

Attendance Point System:

Violation	Description	Points Incurred
Early Departure	Leaving 20+ minutes early or during scheduled shift without permission	.5
Tardy	5 - 19 minutes Late for scheduled shift	.5
Late or Extra Early	20 minutes - 2 hours (late/early-arrival/ leave mid-shift) without permission	1
Absence	Not showing up for scheduled shift OR 2+ hours late/early-arrival/leave-early/mid-shift	1
*Unexcused Absence or Improper Call-In	Additional point(s) for not notifying supervisor or providing necessary documentation	1 In addition to point for absence
No-Call, No-Show	No communication, never show for work	5

*An additional Attendance Point will be assessed for Unexcused Absence(s) or Improper Call-In(s).

Removal of Attendance Points – Attendance point(s) will be removed/reversed on the one-year anniversary of incurring the attendance point(s).

Disciplinary Action for Points Incurred:

ATTENDANCE POINTS INCURRED	ACTION / CONSEQUENCE
3	Verbal Warning/Coaching/Counseling
5	Written Warning
8	Final Warning
10	Termination

Employees With a Flexible Schedule:

Attendance points are difficult to assess for an employee that does not always work a set schedule. These employees must work their agreed upon hours each week and perform their assigned duties. They are expected to follow procedures for time-off requests and keep their supervisors informed of changes in their schedules. These employees will be subject to disciplinary action if they DO NOT:

- Consistently work their agreed upon hours
- Communicate schedule changes with their supervisor
- Complete their assigned job duties and responsibilities.
- Clock their hours
- Approve timecard(s) by timecard deadline

EXCLUSIONS:

All employees are expected to communicate any/all absence(s) with their supervisor as soon as possible. However, absences for the following reasons will not incur Attendance Points or lead to Disciplinary Action **when documentation is provided**:

- Pre-Scheduled and Approved Time Off/Vacation Days
- Approved Funeral Leave per the Bereavement Policy
- Jury Duty with advance notice
- Pre-Approved Medical Appointments for employee or immediate family**
- Pre-Approved School Visits for Children**
- Military Leave

- Absences associated with approved Leaves of Absence
- Absences covered by FMLA (Family and Medical Leave)
- ADA (American Disabilities Act) related absences

**Notes from the attending medical professional or school representative will be required.

Employee Acknowledgment:

I have reviewed and understood the Switchpoint Attendance Policy. I understand the consequences of not following this attendance policy, including attendance points and disciplinary action.

Employee Printed Name _____ Date _____

Employee Signature _____