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| ILAH Attendance | **Last Revision:** | December 2018 |
| **Last Reviewed:** | January 2019 |
| **Applies to the following THA Group of Companies:** | * Independent Life at Home |
| **Included in the following THA Manuals:** | Administrative Policies & Procedures  Talent Management |

### PURPOSE

To maintain a safe and productive work environment that is respectful of all employees, the Company expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness puts an unnecessary burden on other employees, our clients and the Company. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule.

**POLICY**

**Definitions**

### Absent: An employee is deemed absent when he/she is unavailable for work as assigned/scheduled and such time off was not scheduled/approved in advance as required.

### No Call No Show: An employee is deemed a No Call No Show when he/she fails to call in and report to work. A no call no show may result in immediate corrective action. Tardy: An employee is deemed to be tardy when he/she:

### Leaves work prior to the end of assigned/scheduled work time without prior supervisor approval.

### Takes an extended meal or break period without approval

### Arrives to work past his/her scheduled start time.

**Time Clocks and Failure to Clock In/Out**

Employees are required to follow established guidelines for recording their actual hours worked, utilizing the telephony system. Employees are required to use the Telephony System to clock in and clock out of each client’s residence as scheduled, **utilizing the client’s phone**. If unable to use the client’s phone to clock in or out, the employee must immediately notify the Administrative Director of Life Care Services at that time, including after hours. Tasks are recorded via the automated telephony system per the service plan of care.

A missed clock in/out is a violation of this policy and includes:

* Failure to clock in/out at the beginning and/or end of their assigned shift;
* Failure to accurately and timely report time worked.
* Clocking in/out early (or late) of assigned shift without prior approval.

**New Hire Learning Period**

Corrective Action Guidelines do notapply to all non-exempt and exempt employees who are in their 90-day learning period of employment, therefore, an employee within his/her 90-day learning period may be separated should their attendance not meet expectations; should the learning period be extended, this rule still applies.

### PROCEDURE

**Departmental Notification Procedure**

Employees are expected to call at least 4 hours before their scheduled shift if they are unable to work. This allows the scheduler adequate time to find a replacement. Failure to provide at least 4 hours’ notice will be deemed a no-call, no show. In addition, employees are expected to call prior to the start of their shift if they are going to be more than 5 minutes late for work. Employees must also call prior to leaving an assigned shift early. Failure to comply with the notification procedure could result in corrective action, up to and including separation.

At the time of notification/call, the employee must notify their supervisor when an absence is due to a documented/approved leave of absence (e.g. Military Leave, FMLA) to ensure appropriate tracking of leave utilization and absenteeism.

An employee who fails to call in and report to work as scheduled for three consecutively scheduled work days will be viewed as having abandoned their position and employment will be separated. The supervisor should consult with Talent Management if this situation occurs.

Leaders should monitor their employees' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner

**Leadership Notification Procedure**

Leaders are expected to follow up with their employees on any missed time from work immediately following any missed time. This conversation should be to check on the well-being of the employee, understand the reasoning for the missed time and address any performance concerns related to the missed time. Once this conversation has taken place, the leader is to complete the unplanned absence form and send to the VP of Talent Management.