

RIVER VALLEY COUNSELING CENTER, INC.

POLICY/PROCEDURE # HR10.12

SUBJECT: ABSENTEEISM & TARDINESS

DATE REVIEWED/REVISED: 11/95, 9/04, 3/16, 11/18, 12/19, 5/20

POLICY STATEMENT:

It is the responsibility of each employee, as a condition of his/ her employment, to work the hours and days that he/ she is scheduled or assigned to work. Employee dependability is essential to achieving RVCC's mission to improve the health of the people in our community, every day, with quality and compassion.

Dependability is expected in every job. Unscheduled time off from work and tardiness place an unfair burden on fellow employees and do not align with our core values.

PURPOSE:

To define absenteeism and tardiness along with the consequences for excessive absenteeism or tardiness

RESPONSIBILITY

All staff

*This policy does not apply to any absences that are protected under any state or federal law, such as Family Medical Leave Act and the Massachusetts Earned Sick Time Law.*

DEFINITIONS:

- **Planned Time** - scheduled time away from work approved by the supervisor according to departmental policy
- **Tardiness** – An employee will be deemed tardy when the employee:
  - arrives at work after the scheduled start of a shift
  - is not on duty at the end of an authorized break or meal period
- **Unplanned Time** - unscheduled time away from work for all or part of a shift for any reason, which also includes leaving early from work or leaving early for breaks.
- **No Call - Violation of Established Departmental Notification Procedure** - failure to report the need for time off from work within the notification period as defined by established department policy.
- **No Call - No Show** - failure to report to work without notice

*All paper copies are uncontrolled. Always refer to the electronic version*

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**Employee Responsibilities:**

1. RVCC expects each employee to be at work when scheduled. If an employee is unable to work as scheduled, then he/she is required to notify the appropriate manager, supervisor or authorized designee as described by departmental policy. The employee will indicate:
  - The expected duration of the absence, and
  - Whether the absence is related to an FMLA leave approved by the VHS Benefits Specialist or a leave approved by the HR Business Partner; or.
  - Whether the absence is due to personal or family illness or other eligible circumstances as defined in the Massachusetts Sick Leave Policy (MSL).
  - Whether the absence is otherwise protected.
2. The employee is responsible for following the department call out procedure. Having another person call on behalf of the employee is NOT permitted unless the employee is physically incapable of doing so. It is the employee's responsibility to understand whom to contact if the employee's manager or supervisor is not available. Any deviation from the department call out procedure is considered a violation of this policy and may result in Corrective Action.
3. If the employee believes that there are legitimate reasons why they will be unable to meet attendance expectations in this policy, the employee is responsible for discussing the issue with their immediate supervisor. The employee may contact the HR Business Partner to inquire about resources and support.

In addition to the frequency of absence, the manner in which time off is used is also important. Patterns that a Department Manager should look for in determining excessive absenteeism are listed below:

- A series of absences which are in conjunction with the employee's day off;
- Evening or weekend absences during which work is scheduled;
- Days preceding or following holidays and scheduled days off;
- No notification on the day of absence.

**Absenteeism and Tardiness Guidelines**

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**Unplanned Time**

<b>Total Unplanned Time in 12 Month Period (rolling year)</b>	<b>Corrective Action Level</b>
20 hours	Initial Department Counseling
40 hours	Consult with HR

After an employee has reached 40 hours of unplanned time, managers must contact HR to review each employee's attendance record on a case-by-case basis before determining the level of correction action, with consideration given to the following factors:

1. Frequency of unplanned time off;
2. Patterns of unplanned time off;
3. History of no call within established departmental notification policy;
4. History of no call - no show;
5. Attendance record;
6. Performance record and past disciplinary actions;
7. Years of service

**Patterned Unplanned Time**

Patterns of unplanned time create a hardship for staff, inefficiency in the work unit, and negatively impact patient care. When a pattern of unplanned time occurs, it may initiate discipline for excessive absenteeism, independent of the schedule for corrective action in this policy, and may result in Corrective Action. A pattern can be established over consecutive months and will be evaluated as needed.

Examples of Patterned Unplanned Time include absences that:

- Occur on weekends or that extend weekends off;
- Establish a pattern of non-compliance with this policy, resulting in multiple, successive Corrective Action notices;
- Occur prior to, or immediately following a holiday;
- Occur before or after an approved vacation;
- Fall on the same days of the week;
- Coincide with a prior request for "time off" that was denied

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Corrective action may apply up to and including termination if an employee demonstrates a pattern of unreliable attendance.

**Failure to Call Within Established Departmental Notification Period**

An employee who fails to notify his/her manager, supervisor or authorized designee of the need for time off within the established period as stated in the departmental notification procedure and who presents no accepted mitigating circumstances, will receive Corrective Action.

Additional failures to notify in accordance with established procedures will result in further Corrective Action up to and including termination.

**Tardiness**

<b># of Occurrences of Tardiness in rolling 6 month period</b>	<b>Corrective Action Level</b>
3	Initial Department Counseling
6	Consult with HR

**No Call - No Show**

1. An employee who is absent from work and fails to notify his/her manager, supervisor or authorized designee of an unscheduled time off during a scheduled shift, and presents no accepted mitigating circumstances, will receive a last and final written warning. Any additional no-call/no-show will result in termination of employment.
2. An employee who is no-call/no-show for three consecutive scheduled work shifts will be considered to have voluntarily resigned from employment.