

Policy # CW HR 275	Policy Name Attendance
Policy Location Company Wide	Responsible Department Human Resources
Policy Owner/Executive Owner Jackie Hadala/Rena Freeman	Original Creation Date 11/21/2019
Policy Effective Date 8/31/2020	Policy Review Date 8/31/2020

I. SCOPE: This policy applies to all AdventHealth team members, as defined in policy CWHR 001.

II. PURPOSE: Punctuality and attendance are vital to providing quality patient care and fostering efficient and effective workflow. These attributes are imperative in nurturing excellent service and upholding fairness to all team members. This policy will both encourage and set standards concerning regular and prompt attendance.

III. POLICY:

Attendance and Notification Parameters

Team members are expected to report to work, adhering to scheduled start and end times for their shift. However, if an unavoidable absence or tardiness occurs, the following guidelines will apply.

1. Managers must have an established call-out method within their department for team members to notify of an impending absence or tardy.
2. Team members in critical positions must give their manager an absence notification at least two (2) hours prior to their scheduled start time, or as soon as possible. All other team members can give notice no later than the beginning of the scheduled start time. Additionally, team members are expected to notify their manager each day of an absence unless prior arrangements have been made.
3. Team members who know they will be tardy are expected to notify their manager as promptly as possible prior to the scheduled start time. Team members must also provide an anticipated arrival time.
4. Team members who are anticipating a future absence due to a scheduled event such as jury duty, must notify their manager as far in advance as possible.
5. It is the responsibility of the team member to ensure that his/her absence or tardy has been properly communicated to the manager. Team members must receive

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confirmation from the manager that the absence or tardy notification has been received.

6. Team members must obtain permission from their manager to leave the entity during work hours or before their scheduled shift has ended. Non-exempt team members must clock out when they leave the entity premises for any reason other than traveling to another location for work purposes related to the job assignment of their primary location. (e.g. An HR Shared Services team member who handles payroll issues travels to an AdventHealth entity to do payroll training; that team member does not need to clock out because it is an extension of their job role.) Non-exempt team members traveling to a different job assignment must always clock in and out of each assignment location. (Example: PRN respiratory therapist has a shift scheduled at one AdventHealth entity in the morning and has a different and unrelated assignment at a different AdventHealth entity.)
7. A team member may be required to provide valid supporting documentation (e.g. obituary notice, jury duty summons, or other non-medical related documentation) upon request of their manager for an absence or tardy. Only an Employee Health Nurse, Return to Work Specialist or FMLA provider representative is authorized to receive medical documentation.
8. A rolling twelve (12) month calendar will be used for the purpose of calculating attendance related occurrences.
9. Only unapproved / unscheduled absences and tardies will be used for corrective discipline purposes.
10. Excluded from the corrective action process is any approved time off that the team member has been authorized to take. Approved time off includes, but is not limited to, the following:
 - Approved/scheduled paid time off
 - Approved/schedule change or shift swap
 - Absences due to on-the-job injury
 - Hospital confinement
 - Approved Leave of Absence
 - Bereavement
 - Jury duty
 - Zero time
 - AdventHealth recognized holiday that results in office closure

Violation Parameters

The following is a guideline when considering corrective action for attendance occurrences. AdventHealth will evaluate the team member's overall work record and any extenuating

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circumstances when applying corrective action. For example, if a team member has a medical emergency that results in hospitalization, AdventHealth can exercise discretion based on the situation.

Occurrences Defined:

An unscheduled absence for one or more consecutively scheduled shifts for the same reason (Three (3) days or more may constitute eligibility for a leave of absence. See policy CW HR 206 – Leave of Absence.)	One (1) Occurrence
Partial absence where the team member worked less than half of a shift	One (1) Occurrence
Partial absence where the team member worked half or more than half of a shift	One Half (1/2) Occurrence
One (1) tardy	One Half (1/2) Occurrence
One (1) failure to notify of absence or tardy prior to the scheduled start time	One Half (1/2) Occurrence

Excessive Absences and Tardiness Action Steps Guideline:

Occurrences	Action Steps
4 Occurrences	Documented Discussion
5 Occurrences	Written Corrective Action
6 Occurrences	Final Corrective Action
7 Occurrences	Termination

No Call/No Show Action Steps Guideline: Since an unreported absence can create a hardship for the department, confirmed instances of no call/no show will be addressed as follows:

No Call/ No Show Occurrences	Action Steps
1 st instance	Written Corrective Action
2 nd nonconsecutive instance	Final Corrective Action
3 rd nonconsecutive instance	Termination
Two (2) consecutive scheduled working days without proper	Constitutes a resignation of employment and forfeiture

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notice	of PDO benefit
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Weekend Absences: A team member calling in on a weekend shift may be required to work a different weekend shift at the discretion of the manager.

Holiday Rotation Unscheduled Absences: Team members who are scheduled to work a specific holiday rotation and take an unscheduled absence may be subject to a final corrective action. A team member calling in on a holiday shift may be required to work the next holiday shift at the discretion of the manager.

Unscheduled Absences During a Disaster/Emergency

1. Team members are expected to follow entity disaster/emergency protocols when asked by their manager to work an emergency that has been called by the entity. Team members will be paid according to policy CW HR 109 - Pay Practices During Certain Emergency Events.
2. Failure or refusal to show for work when asked during an emergency will be subject to a final corrective action or termination.

IV. PROCEDURE/GUIDELINES: Procedures discussed in policy section above.

V. DEFINITION(S): For the purpose of this policy, the following definitions apply.

1. Occurrence: A single attendance violation; occurrences are further defined on page 3 of this policy.
2. Absence: When a team member is not present at work for an entire shift. Absences of one or more consecutively scheduled shifts for the same reason will be considered a single occurrence. Absences not on consecutive shifts will be considered individually and therefore recorded as multiple occurrences.
3. Tardy: When a team member is not present in his/her department and ready to work at the start of the shift or when the shift resumes after a meal break.
4. Partial Absence: An absence for a portion of a team member’s scheduled shift.
5. Approved/Scheduled: An absence or tardy that has been both scheduled and approved by the manager in advance.
6. Unapproved/Unscheduled: An absence or tardy that has not been approved by the manager in advance.
7. No Call/No Show: Failure to notify a manager of an absence prior to the start of a shift, or at the very latest, one (1) hour after the start of a shift, will be considered a no call/no show.

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Attendance

8. Manager: The manager of a department to whom a team member reports, or a designee of the manager.
9. Critical Positions: Positions that must be staffed in the event of an absence.

VI. EXCEPTION(S): N/A

VII. REFERENCE(S): N/A

VIII. RELATED DOCUMENT(S) / ATTACHMENT(S):

- CW HR 001 – [Workforce Definitions](#)
- CW HR 109 - [Pay Practices During Certain Emergency Events](#)
- CW HR 276 – [Recording of Work Time for Non-Exempt Team Members](#)
- CW HR 274 – [Corrective Action](#)

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