Revised HealthPoint Attendance and Tardiness Policy. The only change is under Tardiness #5 effective 1/1/16.

**POLICY & PROCEDURE**

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**Definitions:**

**Tardy**
Failure by a staff member to clock in by their scheduled reporting time. A tardy is calculated at five minutes after scheduled reporting time. For example, if scheduled to begin work at 8:00 am, 8:05 am is tardy.

**Unscheduled Absence**
Failure to report to work on a scheduled work day.

**Scheduled Absence**
Scheduled time off on a scheduled work day that has been approved by your supervisor.

**Occurrence**
One unscheduled absence or two episodes of tardiness. Occurrence is one period of **consecutively scheduled** work shifts missed due to unplanned absence. Examples: 1) An employee is schedule to work Monday through Friday and is absent on Tuesday and Wednesday; this is considered one occurrence of unscheduled absence. 2) If an employee is absent on a Monday and also on a Thursday in the same week, this is considered two occurrences. Occurrences are calculated based on a rolling calendar year.

**Paid Time Off (PTO)**
Accrued hours earned per pay period based on hours worked, tenure, and position.
Rolling Calendar

Begins at the time of the first recorded occurrence

**Policy:**

Regular and punctual attendance by HealthPoint staff members is necessary to maintain a productive work environment. Tardiness and absenteeism negatively impact the quality, safety, and delivery of patient care services and daily operations. All HealthPoint employees are expected to work on the days and/or shift for which they are scheduled. When accepted for a position it is essential that a staff member report to work on time and be present for the hours specified for their job. Supervisors recognize employees may occasionally be absent or late on an unplanned basis. Corrective action, up to and including termination of employment, will be used in addressing excessive absenteeism or tardiness. It is the responsibility of leadership to ensure the policy is administered in a fair and consistent manner.

**Procedure:**

**Absences**

1. Scheduled PTO requests for absences:
   a. Scheduled PTO requires advance notice to arrange adequate coverage and must be approved by your supervisor. Staff must request PTO as far in advance as possible to allow for proper staffing. Exceptions will be reviewed on a case by case basis.
      i. PTO requests for any type of scheduled appointments must be given one week in advance.
      ii. One week prior notice is also required for 1-2 days of PTO.
      iii. One month prior notice is required for one week of PTO.
   b. PTO may not be taken in advance of being earned. Requests for PTO (e.g. doctor appointments) are to be entered into ADP for the immediate supervisor to review.
   c. Staff must use appropriate accrued leave for scheduled or unscheduled time off. In the event of an emergency, on a case-by-case basis, Leave Without Pay may be granted when accrued PTO has been exhausted or is not available. Supervisors may ask for a doctor’s note or verification that the absence is due to an illness.

2. Unscheduled Absences:
   a. Leaving work without prior notice will be considered an unscheduled absence.
   b. A staff member that works 75% of their work day will NOT get an occurrence in the event of an unscheduled absence.
      i. 24 hours prior notice must be given to leave early. Less than 24 hours will be an occurrence, even if the employee works 75% of their day. Exceptions will be reviewed on a case by case basis.
   c. A staff member that does not work at least 50% of their scheduled shift/work day will receive an occurrence. If an employee leaves after the morning session or comes in for the afternoon session and works 50% of their scheduled shift/work day, they will receive half of an occurrence.
i. E.g., your child was sick, but you found someone to sit and came to work in the afternoon (half-occurrence); came in sick, but left after noon and did not return for the day (half-occurrence).

d. An unscheduled absence for one or more consecutive days for the same reason is considered one occurrence.

e. If a staff member is unable to report for work as assigned, he/she must personally notify their supervisor or that supervisor’s official designee immediately. Such notice should be given as far in advance of the assigned reporting time as possible, but at least 1 hour prior to start of shift or workday. Reporting the absence to anyone other than the supervisor or official designee will not be considered proper notification and may result in disciplinary action. Management is responsible for informing staff of acceptable methods of notification – examples, calls to supervisor or designee’s cell phone, home phone, etc.

f. Unscheduled absence that occurs in conjunction with a holiday (i.e., absence on the holiday, the scheduled workday before, or the scheduled workday following a holiday) will be counted as two occurrences.

g. Proper notice of the inability to report to work must be communicated by the staff member to their supervisor or that supervisor’s official designee. *This must occur on a daily basis unless the employee is placed on an approved leave of absence that has a determined date of return.*

h. If a staff member is out 3 or more consecutive shifts/work days due to an illness, he/she must provide a note from a physician in order to return to work. However, a doctor’s note does not prevent a staff member from incurring an occurrence.

i. The employee should notify their supervisor as soon as they receive a jury duty summons. A jury duty notice is required if an employee has jury duty. A document showing the release date and time from jury duty is required from the court clerk.

The following situations are *not* counted as occurrences:

- Scheduled PTO requests
- Civic duty (Jury Duty) when advance notice is given.
- Absences covered by Worker’s Compensation
- Bereavement Leave
- Approved adjusted hours
- Approved educational activities
- Time off due to low census
- FMLA

**Tardiness**

1. A tardy is calculated at five minutes after scheduled reporting time. For example, if scheduled to begin work at 8:00 am, 8:05 am is tardy

2. If a staff member is unable to report to work on time, he/she must personally notify their supervisor or that supervisor’s official designee immediately.
3. Staff members who are not at their assigned work station and ready to work at their shift start time or after any meal break will be considered as an occurrence of tardiness.

4. Tardiness will be waived for arrivals up to one hour late on works days with bad weather. The opening time of the clinic will be the same time as when the school district starts in which the clinic is located on delayed-start days.

5. Department of Labor requires employers to keep accurate records for all employee hours worked each day. All employees are required to utilize the ADP time and attendance system to record their own time (i.e. clock in and out). In the event an employee is unable to clock in or out, it is their responsibility to notify their immediate supervisor (or that supervisor’s official designee) immediately and complete the Missed Punch form. Failure to clock in or out will be considered ¼ of an occurrence per episode after the second episode an employee misses a punch in a rolling twelve month period; unless an extenuating and verifiable situation exists. Example – ADP is not functioning. The first missed punch will be viewed as a human error; the second missed punch will be a coaching opportunity for the leader to help the employee improve; the third and any additional missed punch will be counted as ¼ of an occurrence.

6. It is the responsibility of management to review ADP records on a consistent basis and monitor for compliance. Management is also responsible for taking the appropriate disciplinary action for non-compliant staff members.

7. Staff must to come to work on time at their scheduled start time, unless special circumstances prevent them from doing so. Habitual tardiness may be grounds for disciplinary action.

Providers

Absence

1. The provider will request leave through ADP and the manager will approve and block the schedule. The manager may request additional information prior to making the decision. Manager will notify the Medical Director and COO via email.
   a. Approval will be given if:
      i. Time is accrued;
      ii. No other provider within the same clinic and practice specialty has requested time off;
      iii. Time off is from 1-3 days; and
      iv. Provider is in compliance with Medical Records Completion (locked notes) policy

2. Approval for extended leave (greater than 3 days) and CME is obtained by requesting through ADP and by the Medical Director. The provider will submit a request via email to the Medical Director and the clinic manager.
   a. Approval is given by the Medical Director if:
      i. Once compliance with the Medical Records Completion (locked notes) policy is ascertained;
      ii. Accrual time is verified; and
      iii. Confirmation is received from the manager that no other provider within the same clinic and practice specialty has requested time off.
b. Once approved the Medical Director emails the provider and the manager. The manager then blocks the schedule. The Medical Director and the manager will discuss the potential needs for a substitute provider.

3. Requests must be made at least two weeks in advance, unless it is an emergency.

**Tardiness**

1. Providers are late when they arrive 10 minutes after their first appointment for the session (e.g., provider has 8:15 am appointment and arrives after 8:25, provider has 1:00 pm appointment and arrives after 1:10 pm).

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**Job Abandonment**

1. Disciplinary action will be taken against staff members who fail to call in or report to their scheduled shift.

2. Staff members who fail to report to work at their shift and do not call in for three consecutive scheduled work days will be terminated for job abandonment effective immediately. Similarly, a staff member who has two occurrences of no call/no show in a rolling calendar year will be terminated upon receiving the second occurrence.

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**Inclement Weather**

1. HealthPoint follows the School District schedule in which the HealthPoint clinic is located.
   a. For example, if you work in College Station but live in Navasota, you will follow the School District schedule in College Station, NOT the School District schedule in Navasota.
   b. Thus, employees are encouraged to listen to radio and television broadcasts during periods of adverse weather to find out if the facility they work at is open or closed or will be opening later on a given day.

2. Regardless of whether the facility in which you work is open or closed, it is each employee’s responsibility to be safe during such weather. If an employee elects not to work on a given day due to safety concerns, they must notify their supervisor that they will not be coming to work using the normal notification processes.
   a. If an employee elects not to report to work on a facility open day due to safety concerns, the employee can elect to 1) use any accrued Paid Time Off (PTO) for the missed day or 2) if the employee has no accrued PTO the employee will have leave without pay.

3. Tardiness will be waived for arrivals up to one hour late on works days with bad weather.

4. For information about current Texas road conditions and to find an alternate route to your workplace, if needed, go to: [http://conditions.drivetexas.org/current/](http://conditions.drivetexas.org/current/)

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**Corrective Action for Absences & Tardiness**

2. One unscheduled absence is equal to one occurrence
3. Two episodes of tardiness are equal to one occurrence
4. Occurrences are calculated based upon a rolling calendar year. The rolling calendar begins at the time of the first recorded occurrence, as defined above.

- Verbal Warning 4 occurrences
- Written Warning 6 occurrences
- Probation 8 occurrences
- Termination 12 occurrences

Below is an example of rolling calendar occurrences:
Staff member has occurrences on January 5, 2012, February 12, 2012, March 1, 2012, and May 21, 2012 resulting in a verbal warning (4 occurrences). Staff member further has occurrences on June 5, 2012 and September 14, 2012 resulting in a written warning (6 total occurrences). Staff member does not have any further occurrences of absence (or tardy) through January 5th 2013 resulting in previous January 5th 2012 occurrences rolling “off” attendance record. An occurrence is dropped after the rolling year. Please contact HR for questions related to specific incidents or staff members.

RELATED POLICY:
BVCAA Employee Handbook

REFERENCES:

REQUIRED BY:
HealthPoint Policy

ATTACHMENTS/ENCLOSURES: MISSED PUNCH FORM/WHEN NOT ABLE TO LOG ONTO ADP
All employees are required to utilize the ADP time and attendance system to record their own time (i.e. clock in and out). In the event an employee is unable to clock in or out, it is their responsibility to notify their immediate supervisor (or that supervisor’s official designee) immediately and complete the Missed Punch form. Failure to clock in or out will be considered ¼ of an occurrence per episode after the second episode an employee misses a punch in a rolling twelve month period; unless an extenuating and verifiable situation exists. Example – ADP is not functioning. The first missed punch will be viewed as a human error; the second missed punch will be a coaching opportunity for the leader to help the employee improve; the third and any additional missed punch will be counted as ¼ of an occurrence.

Employee: ______________________ Date: ____________

Time In: ________ am/pm
Time Out: ________ am/pm

Reason for not clocking in/out on ADP:

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

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________________________________________________________________________________________

Employee Signature.................................................................................................................. Date

<table>
<thead>
<tr>
<th>Event</th>
<th>Occurrence</th>
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<tr>
<td>1st missed punch viewed as Human Error</td>
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<tr>
<td>2nd missed punch - leader to coach employee to improve</td>
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<tr>
<td>3rd missed punch = ¼ of an occurrence (.25)</td>
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