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Resource Mary Roxer: Vice President Total Rewards and HR Operations
Policy Area Human Resources
Applicability Valley Health System - System Wide

Attendance, HR 500

PURPOSE

To establish attendance standards and procedures for addressing absenteeism and tardiness at Valley Health System (VHS).

POLICY

- A. Regular and reliable attendance is an essential function of each job at VHS. Our patients and employees rely on adequate staffing to meet their healthcare needs. It is a requirement of each job that an employee report to work punctually and work all scheduled work hours as well as any required overtime.
- B. Employees who work remotely will be required to work according to their schedule, which may include weekends, holidays, and required overtime. Remote employees are required to adhere to the policies and procedures governing time and attendance. Please refer to [VHS Remote Work, HR 117](#)
- C. During severe weather or other emergency conditions, Department Directors or their designee are required to consult with entity administration prior to releasing non-essential employees from work. During emergent situations departments may have gaps in coverage and will require personnel to fill those needs. If it is determined those non-essential employees are not needed to work in other areas the Department Director or designee may release these employees from work. Departments Directors or their designee may permit exempt employees to work remotely. Please refer to [Severe Weather and Other Emergency Conditions, HR 509](#) for more information.
- D. Chronic absenteeism or tardiness is considered a failure to meet job expectations and will result in Corrective Action, up to and including termination of employment.

- E. The standards and procedures set forth herein are not intended to prevent employees from exercising their rights under federal or state laws, including NLRA.

DEFINITIONS

- A. **Full Unplanned Absence:** A full unplanned absence is any absence of a full scheduled shift or any consecutively scheduled time missed due to the same cause.
- B. **Partial Unplanned Absence:** A partial unplanned absence includes tardiness or leaving work during or before the end of the scheduled work shift.
- C. Each partial unplanned absence counts as 50% of a full unplanned absence.
- D. **Tardy:** Arriving more than six minutes late for a scheduled shift.

EXCEPTIONS

- A. Unplanned absences related to any of the following circumstances will not be counted against the employee when considering corrective action:
 - 1. Family and Medical Leave Act (FMLA) ([HR 304](#));
 - 2. Personal Leave ([HR 315](#));
 - 3. Other protected leave which has been documented and approved;
 - 4. Compensation/Early Release Due to Lack of Work (LOW) ([HR201](#));
 - 5. Subpoena to Appear in Court ([HR307](#));
 - 6. Bereavement Leave ([HR303](#));
 - 7. Military Leave ([HR305](#));
 - 8. Jury Duty ([HR306](#));
 - 9. Court ordered appearances for personal reasons (with appropriate notice to department);
 - 10. Reportable communicable diseases as referenced in [Guidelines for Handling Infectious Conditions Developing Among Hospital Personnel on Duty](#).
 - 11. Other absences which, by law, cannot be counted against the employee.

NOTIFICATION OF UNPLANNED ABSENCE FROM WORK

- A. When an unplanned absence is necessary, employees are expected to do the following:
 - 1. Personally notify their supervisor or the supervisor's designee at the beginning of the absence, according to the department call-off policy or at least one hour prior to the scheduled start time, and daily thereafter, unless waived by their supervisor, regardless of the employee having sufficient paid leave to cover the absence. If the absence is covered by the FMLA, the employee should follow the FMLA policy's ([HR 304](#)) notice provisions. Employees seeking to use FMLA leave are required to provide 30 days of advance notice of the need to take leave when the need is

foreseeable. When a 30 day notice is not possible, **the employee must provide notice as soon as practicable (usually either the same or next business day) and must comply with VHS procedural requirements for requesting leave, including the department specific call-in/call-off procedures. Failure to do so may subject the employee to corrective action.**

2. Notification of anyone other than the supervisor or the formally designated individual is not acceptable. Notification by a friend or family member is not acceptable unless the employee is physically unable to do so.
3. Give notification as far in advance of the scheduled reporting time as possible and in accordance with department policy to assist with staffing arrangements.
4. An employee on FMLA leave must report periodically regarding their attendance status and intent to return to work.

Department Directors or their designee may waive the daily notification requirement for employees on protected leave for a block of time.

B. Failure to Notify:

1. Timely notification of an unplanned absence is critical. Failure to follow these notification guidelines will result in a corrective action regardless of the extent of the unplanned absence or the employee's attendance record. Employees on paid or protected leave (for example [Family and Medical Leave, HR 304](#)) are subject to these notification requirements.
2. No Call/No Show - Employees who fail to report as scheduled for any reason without notifying their supervisor, or designee, will receive corrective action. Employees who fail to report as scheduled without notifying their supervisor, or designee, a second time within a twelve month period may be subject to termination of employment. This decision will be made by the VHS Director, HR Business Partnerships, or designee. The Department Director or designee must contact the employee to determine the reason for failure to report to work in all situations. Employees who fail to report as scheduled for any reason without notifying their supervisor and fail to respond to efforts to clarify their status or comply with the department call off policy or other leave policies will be considered to have voluntarily resigned without notice. The Department Director or designee must attempt to contact the employee to determine the reason for failure to report to work in all situations.

Employees who walk off the job without approval from their supervisor or designee, it will be assumed to have voluntarily resigned without notice.

The reason the employee did not contact their work area to report off must be considered in instances of medical emergencies or similar emergent situations.

ATTENDANCE PROBLEMS AND CORRECTIVE ACTION

- A. Upon the third occurrence of a full unplanned absence or its equivalent in any six-month period

or less, progressive discipline will begin with a Written Warning being issued. At this time the employee will be informed that their problems with attendance are excessive.

- B. If within six months following the first Written Warning the employee has an additional full unplanned absence or its equivalent, a second Written Warning will be issued.
- C. If within six months following the second Written Warning the employee has an additional full unplanned absence or its equivalent, a final Written Warning will be issued.
- D. If within six months following the final Written Warning the employee has one additional unplanned absence or its equivalent, the employee will be subject to termination of employment.
- E. Management retains the discretion, in collaboration with Human Resources, to skip any of the steps above in circumstances it deems appropriate which may include a pattern of absenteeism, a chronic absenteeism problem with little or no effort by the employee to correct the problem, or consistently missing a specific day of the week; the day before or after a holiday; the day before or after a scheduled vacation even if the employee has sufficient paid leave to cover those absences. VHS Director, HR Business Partnerships, or their designee, reserves the right to review all situations and determine the corrective action warranted. Likewise, when employees with long histories of good performance and attendance experience temporary absenteeism due to a life crisis or other legitimate reasons, the Department Director and VHS Director, HR Business Partnerships, or designee, may agree to be more lenient in administering Corrective Action. This will be determined on a case by case basis.

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All Revision Dates

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Attachments

[Guidelines for Handling Infectious Conditions Developing Among Hospital Personnel on Duty.pdf](#)

Approval Signatures

Step Description	Approver	Date
	Elizabeth Savage: CHIEF HUMAN RESOURCES OFFICER	07/2022
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