# Policy: HR – Attendance, Punctuality & Shift Work

**Purpose: To define our expectations for reliable attendance and punctuality and to define acceptable timeliness and attendance.**

## Policy:

Employees are expected to arrive at work for all assigned shifts on time, in proper uniform and prepared to complete all requirements of their jobs. An employee will not leave his/her assigned shift or abandon his/her duties until properly relieved or released by dispatch or a supervisor.

### Procedural Guidelines & Responsibility:

* Employees are required to arrive at work on time, in the proper uniform, and fully prepared to carry out all assigned duties.
* It is the responsibility of employees to punch in and out at the beginning and end of their scheduled shifts utilizing [Time Keeping Software] on a designated company PC. Utilizing any device other than the company-designated “punch clock” will result in discipline, unless approved by a member of management. If an employee forgets to punch in and/or out, he/she must notify dispatch immediately. Excessive or patterns of missed punches will result in disciplinary action, up to and including termination.
* Late/Tardy Notification: An employee who is going to be late or absent must notify dispatch and speak directly to a live person on a recorded line. He/she must give a 30-minute notice. Failure to provide notification for tardiness, and absenteeism for whole or subsequent portions of the shift will result in progressive discipline and potentially the forfeiture of scheduled hours.
* Absent Notification: Employees must give a minimum two-hour notice prior to the start of their shift if they are going to be absent.
* An employee who exhibits a pattern of excessive absences or continuous tardiness will be subject to disciplinary action, up to and including termination.
  + Excessive PTO use is defined as one or more of the following:
    - [*Service Specific*]

Disciplinary actions for excessive or patterned PTO abuses will be as follows:

* FIRST INFRACTION: Documented counseling
* SECOND INFRACTION: Verbal reprimand
* THIRD INFRACTION: Written reprimand
* FOURTH INFRACTION Second Written Warning
* FIFTH INFRACTION: Termination Warning
* SIXTH INFRACTION: Termination

(\*\*\*This is subject to greater restrictions based upon applicable State Sick Time laws, if applicable.)

Other absences have a more severe impact on operations or reflect a greater disregard for the integrity of the staffing plan. Absences that are the most damaging to effective operations and require a more decisive response would include, but are not limited to, no call-no show (NCNS), and unauthorized use on a holiday. An employee who has been denied PTO and subsequently calls out of such shift is subject to discipline.

##### No-Call/No-Show:

* First No-Call/No-Show shall result in a Written Warning.
* Second No-Call/No-Show shall result in a Termination Warning
* Third No-Call/No-Show shall result in Termination of employment.

1. An employee who is absent for three consecutive shifts without notifying the company will be assumed to have voluntarily abandoned his/her position with the company and will be removed from the payroll.
2. An employee who has notified the company of his/her absence from work for three consecutive shifts may be required to submit a healthcare practitioner’s (MD, DO, NP, PA) note prior to returning to work. Depending on the severity of the illness or injury, at its discretion, the company may require the employee to be evaluated by its Health Occupations vendor before to returning to work. Providing a note from a healthcare provider for unexcused absences may still result in disciplinary action.\*\*\*
3. Mandatory Holdover should only occur if necessary.
   1. Efforts should be made to schedule routine transports as to not require employees to experience Mandatory Holdover. However, that may not be an option in the case of a Dedicated Vehicle (911-truck) situation.
   2. If Mandatory Holdover is being considered Management needs to consider the length of time the crew has been on shift and its workload during the shift to ensure the crew can perform the holdover period safely. Management should consider other arrangements so as to not require the crews to holdover.
   3. Crews of Dedicated Vehicles shall not leave their shift unless properly relieved by an on-coming crew.
   4. Employees assigned to a Mandatory Holdover shall be responsible for all work assignments for their entire holdover period.
4. If patient care has been initiated, a shift change should not occur. Employees are expected to complete all calls that have been assigned to them prior to the end of their regular shift even, if an assigned call extends beyond the scheduled end of that shift.

Effective Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_