

Document Number:	HR112
Approved by: Pres/CEO	Date: 11/30/05

TANGRAM

Attendance and Punctuality

Human Resources Policy and Procedure 112

Policy:

In order to maintain a productive and safe work environment, Tangram expects employees to be reliable and to be punctual in reporting for their work assignment.

Operations

Based on the operational needs of the organization and specific needs of those receiving services, work schedules will be established and posted prior to the start of the work week. Once a schedule is posted, employees are required to work as scheduled. At no time will there be a variation to this schedule without prior authorization of the immediate supervisor. Upon hire or change of assignment, managers will discuss with staff the expected schedule, although this may change based on changing needs of the consumers. Any combination of written warnings and other occurrences of corrective action could result in additional corrective action up to and including termination.

Hourly (Non-Exempt) Employees

Preferences of employees or specific requests for time off will be accommodated if possible.

Planned time off should be requested a *minimum* of two weeks in advance of a posted schedule.

An absence should be reported to the immediate supervisor at least *four (4)* hours prior to the start of the scheduled start time. Expected tardiness should be reported to the immediate supervisor and work site by the employee as soon as it is determined that a late arrival will occur, *and must be in advance of the scheduled start time.*

- Managers will be responsible for ensuring that there is an adequate level of staffing to provide quality services in a safe environment through appropriate scheduling, approval of PTO and control of absenteeism.
- All staff are responsible for adhering to the defined schedule through regular attendance and punctuality. Any variation to the defined schedule must be approved *in advance* by the manager.
- Managers will try to accommodate staff scheduling requests, but the needs of consumers must come first at all times, and schedules may be adjusted based on the changing needs of the consumers.

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Procedure:

1. Employees must request, through the use of the electronic request form, any planned time prior to the posting of the schedule, and a minimum of two weeks prior to the date requested. This request will be approved based on department needs and may be denied. If more than one request is submitted for the same time period, approval will be based upon a number of factors: availability of PTO or sick time, when the request was submitted, previous requests submitted by the same staff, extraordinary circumstances, and any other factors that may be brought to the attention of the manager or human resources.
2. If an employee must leave during the scheduled shift due to illness or emergency, the manager must be notified prior to the staff leaving.
3. Absences require a minimum of **four (4) hour notification** to the immediate supervisor and/or their designee.
4. The following actions will result in corrective action (up to an including termination) according to HR Policy #305, Coaching and Corrective Action:
 - 1) Failure to comply with notification standards
 - 2) Failure to report for work after requested time off is denied
 - 3) Failure to provide medical documentation when requested.
5. Proper Notification
 - Time off pre-arranged and pre-approved by the immediate supervisor.
 - Absences which fall within the provisions of the Family and Medical Leave policy.
 - Absences approved through the use of an agreed upon ADA Accommodation Request
 - Other forms of leave of absence pre-arranged and pre-approved by the immediate supervisor, department director and Human Resources.
 - Injury or illness covered by Worker's Compensation as job related.
 - Bereavement Leave as provided by policy.
 - Jury and/or court duty.
 - Military leave as provided by policy.
 - Disciplinary time off (suspension).

If proper notice is not given, this will initiate the Attendance Management Program, as outlined below.

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Attendance Management Program:

This program uses a “no fault” approach to attendance management for all non-exempt staff. All unscheduled absences are considered equal regardless of the reasons for the absence(s) unless they are qualified exceptions identified above (Procedure #5 – Proper Notification).

- The measurement period is a consecutive, rolling twelve (12) month period which begins on the date of the first occurrence.
- An occurrence is:
 - (1 point) - One (1) unscheduled absence (even if four [4] hours notice given).
 - (1/2 point) - Tardiness (more than 15 minutes late)
 - (1/2 point) - Leaving a shift prior to the scheduled time (more than 15 minutes early)
 - (1 point) Three (3) consecutive unscheduled absences with a medical provider’s documentation

Introductory Period

Schedule of Discipline

2 nd Occurrence/Point	Coaching session documented to file
3 rd Occurrence/Point	Verbal warning documented to file
4 th Occurrence/Point	Written warning documented to file
5 th Occurrence/Point	Final written warning with one (1) day suspension - unpaid
6 th Occurrence/Point	Termination

- Two No-Call, No-Shows will result in termination during the first 90 days.

After 90 Days of Employment

Schedule of Discipline

4 th Occurrence/Point	Coaching session documented to file
7 th Occurrence/Point	Verbal warning documented to file
10 th Occurrence/Point	Written warning documented to file
11 th Occurrence/Point	Final written warning with one (1) day suspension - unpaid
12 th Occurrence/Point	Termination

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- Occurrences do not restart after the first 90 days.
- Three No-Call, No-Shows will result in termination after the first 90 days.

Salary (Exempt Employees)

Exempt staff are expected to schedule and manage their work, and failure to do so would be documented through the Coaching and Corrective Action Policy #HR305.

Preferences of employees or specific requests for time off will be accommodated if possible. Planned time off should be requested a *minimum* of two weeks in advance of an expected schedule. An absence should be reported to the immediate supervisor as soon as possible prior to the start of the expected start time. Expected tardiness should be reported to the immediate supervisor by the employee as soon as it is determined that a late arrival will occur.

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Administration

Hourly (Non-Exempt)

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- Managers will be responsible for ensuring that there is an adequate level of staffing to provide quality services through appropriate scheduling, approval of PTO, and control of absenteeism.
- All staff are responsible for adhering to the expected schedule through regular attendance and punctuality. Any variation to the expected schedule must be communicated *in advance* by the manager.

Procedure:

1. Employees must request, through the use of the electronic request form, any planned time a minimum of two weeks prior to the date requested. This request will be approved based on department needs and may be denied. If more than one request is submitted for the same time period, approval will be based upon a number of factors: availability of PTO or sick time, when the request was submitted, previous requests submitted by the same staff, extraordinary circumstances, and any other factors that may be brought to the attention of the manager or human resources.
2. If an employee must leave during the scheduled shift due to illness or emergency, the manager must be notified prior to the staff leaving.
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 - (1/2 point) - Tardiness (more than 15 minutes late) if schedule needs adhered to
 - (1/2 point) - Leaving a shift prior to the scheduled time (more than 15 minutes early) if schedule needs adhered to
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Introductory Period

Schedule of Discipline

2nd Occurrence/Point
 3rd Occurrence/Point
 Occurrence/Point
 5th Occurrence/Point
 6th Occurrence/Point

Coaching session documented to file
 Verbal warning documented to file 4th
 Written warning documented to file
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Scope: Applies to all employees

Document Change Record

Revision	Description
11/30/05	Policy Revised (Replaces HR 2.5&2.55)
9/22/06	Policy Revised
10/20/09	Name Change
7/1/2010	Policy Revised
03/17/13	Policy Revised
02/27/2014	Policy Revised
8/16/2016	Policy Revised
5/28/2019	Policy Revised
12/28/2020	Policy Revised
1/5/2022	Policy Revised
12-30-22	Reviewed