

Policy & Procedure

Policy Title: Attendance and Absence

Policy Number: 410

Policy:

It is the policy and expectation of Arc Human Services (the organization) that regular attendance and punctuality are critical elements in our efforts to maintain high levels of person-served care and satisfaction. Therefore, it is essential that employees report to work on time and on the days they are scheduled to work and attend required meetings and training. Schedules and Working hours are based on the needs of the organization, program, and people we support.

Definitions:

Unexcused Absence: An unexcused absence occurs when an employee fails to report to work as scheduled without proper notice or an approved reason under the organizations policies.

This includes, but is not limited to:

- **No Call/No Show (NCNS):** The employee does not inform their supervisor before their scheduled shift and fails to report to work.
- **Failure to Follow Call-Off Procedures:** The employee calls off but does not follow the organization's reporting protocol (e.g., calling too late or using an unauthorized method such as texting when not permitted).
- **Tardy/Late:** The employee is not present and ready to begin work at their scheduled start time. A seven (7) minute grace period is permitted for clocking in. Clocking in eight (8) minutes or more beyond the scheduled start time, up to one hour, is considered tardy.

Work Schedules & Shift Coverage

Employee work schedules are structured to meet the needs of the individuals supported and the work unit and are standardized whenever possible. Common schedules may include:

- Day Shift: 7:00 AM – 3:00 PM
- Afternoon Shift: 3:00 PM – 11:00 PM
- Overnight Shift: 11:00 PM – 7:00 AM

Additionally, weekend schedules (24-hour shifts) and block schedules (10- to 12-hour shifts) may be assigned based on service needs. Schedules may vary based on individual support and work unit needs. Employees will be provided with their schedules in advance.

Call Off Procedure:

Employees must report an absence at least three (3) hours before the start of their scheduled shift. Late call-offs may result in progressive corrective action.

- Employees must speak directly with their supervisor.
- Text messages, voicemails, or emails are not acceptable forms of notice.
- If the immediate supervisor is unavailable, the employee must contact the next person in the chain of command.
- Employees must notify the Organization each day they are absent unless prior approval is obtained.
- For absences due to illness, a physician's note excusing the employee from work is required and must be submitted at the start of the next scheduled shift.

Corrective Action for Unexcused Absence:

Attendance expectations apply to both regular and overtime shifts. The following progressive disciplinary actions will be taken for unexcused absences:

- First unexcused absence: Verbal Warning

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- Second unexcused absence: First Written Warning
- Third unexcused absence: Second Written Warning
- Fourth unexcused absence: Final Written Warning
- Fifth unexcused absence: Human Resources intervention; possible suspension with review for continued employment

No Call/No Show (NCNS):

Not calling in to report off for a regularly scheduled shift or overtime shift.

- **First NCNS:** This may result in a one-day suspension, subject to Human Resources review.
- **Two Non-Consecutive NCNS Incidents:** This may result in a five (5) day suspension, subject to Human Resources review.
- **Two Consecutive NCNS Incidents:** Considered job abandonment and treated as a voluntary resignation.

Holiday:

Employees who call off on their last scheduled workday before or after a holiday observed by the organization may face the following consequences:

- One-day suspension
- Forfeiture of holiday pay

Probationary Employees

Employees in their first 90 days of employment are subject to immediate disciplinary action for attendance infractions and unexcused absences:

- **First Infraction:** First Written Warning
- **Second Infraction:** Final Written Warning
- **Third Infraction:** Possible suspension, subject to Human Resources review

Purging Corrective Actions for Attendance Infractions:

Corrective actions will be on a twelve (12) month basis from the date of the last corrective action issued. Employees may reduce the degree of progressive correction by not accumulating any infraction, in the applicable section of the policy, for twelve (12) months from the date of the last corrective action issued.

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