Staff Attendance / Time Off Policy

Attendance & Cancellation Policy

All staff are expected to maintain the weekly session schedule as provided in the Delegated Treatment Activity Form and the administrative session schedule.

An **attendance occurrence** includes any staff cancellation, absence, tardiness, or early departure from a scheduled center, in-home, community, or transportation shift.

Staff must notify their Clinical Supervisor and/or Center Director of any tardiness or absence **at least 90 minutes prior** to center and home/community sessions.

Staff must not accumulate more than three (3) attendance occurrences (combined excused and unexcused) within any one (1) calendar month. Attendance occurrences include cancellations, absences, tardiness, and early departures. Exceeding this attendance standard will result in progressive disciplinary action, up to and including termination of employment.

Excused Attendance Occurrences

- Personal illness accompanied by a doctor's note when required.
- Family emergencies (A family member or dependent requiring urgent assistance)
- Approved time-off requests.

Unexcused Attendance Occurrences

- Illness without a doctor's note when required.
    - Staff who are absent for **three (3) or more consecutive workdays due to illness** must provide a doctor's note to their Clinical Supervisor and Human Resources.
- Unexpected car, house, or personal problems (e.g., traffic, lost keys, car trouble, broken A/C, etc.).
- Family illness that does not meet the definition of a family emergency.
- Babysitting or caring for family members during scheduled work hours.
- Schedule conflicts with school, supervision, or other employment.
- Failure to report to work after a time-off request has been denied.

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Patterned Attendance

Employees are expected to maintain reliable and consistent attendance. A recurring pattern of attendance concerns may result in corrective action, even if the employee has not exceeded the attendance occurrence threshold.

Examples of patterned attendance include, but are not limited to:

- Repeated tardiness or early departures.
- Repeated call-outs on the same day of the week (ex. Mondays or Fridays).
- Repeated call-outs following denied time-off requests.
- Repeated call-outs immediately before or after company-observed holidays.
- Any other attendance pattern that reasonably suggests misuse of the attendance policy.

Management reserves the right to review attendance patterns and implement corrective action when a pattern of unreliable attendance is identified.

Holiday Attendance

Employees are expected to work their scheduled shifts immediately before and after company-observed holidays.

When employees call-out on the scheduled workday immediately **before or after a company-observed holiday** without acceptable documentation:

- **Paid Time Off (PTO) may not be used** for the attendance occurrence.
- The attendance occurrence will be coded as **Non-PTO**.
- A **Corrective Action Plan (CAP)** will be developed, regardless of the current attendance occurrence total.
- The attendance occurrence will count toward the attendance policy.

Acceptable documentation can be submitted, including a physician's note or documentation supporting a qualifying emergency, subject to management approval.

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Exceptions

The following will not be considered attendance policy violations when appropriately documented and approved:

- Approved time off.
- Illness accompanied by a doctor's note for **three (3) or more consecutive workdays** (doctor's note required beginning on Day 3).
- Family emergencies involving significant illness, injury, or death of an immediate family member.
- Funeral leave (3 days for immediate family; 1 day for extended family or friends).
- Severe weather corresponding to a local weather alert or office closure.
- Other legally protected leave.

Scheduled Time-Off Requests

- Staff must submit time-off requests in **PurelyHR** at least **two (2) weeks in advance**.
- Time-off requests submitted less than two (2) weeks in advance may not be approved.
- A maximum of **10% of clinical staff** will be approved for time off on any given day.
- Time-off requests will be approved:
    - No more than **six (6) months in advance**.
    - On a **first-come, first-served basis**.
    - Holiday time-off requests will be approved on a rotating basis (e.g., if approved off for Thanksgiving, the employee may not be approved off for Christmas).
    - No more than **two (2) Monday or two (2) Friday** time-off requests per employee per month will be approved.

Retroactive Time-Off Requests

- Staff must submit a retroactive time-off request in **PurelyHR** for any excused or unexcused attendance occurrence throughout the week.
- Retroactive requests must be entered by **Monday at 10:00 p.m.** following the missed shift, corresponding with the Hours Accountability Form.

Denied Time-Off Requests

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If a time-off request cannot be approved due to staffing needs and the employee subsequently calls out for that scheduled shift:

- **Paid Time Off (PTO) may not be used** unless appropriate medical or emergency documentation is provided.
- The attendance occurrence will be coded as **Non-PTO** if acceptable documentation is not received.
- Calling out after a denied time-off request **may be considered an unexcused attendance occurrence** unless appropriate documentation is provided.
- The attendance occurrence will count toward the Attendance & Cancellation Policy and may result in corrective action.

Corrective Action

Violation of this policy may result in progressive disciplinary action, including but not limited to:

1. Verbal Warning
2. Corrective Action Plan (CAP) Written Warning
3. Final Written Warning
4. Termination of Employment

Management reserves the right to accelerate the disciplinary process based on the severity, frequency, pattern, or impact of attendance concerns.

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