

POLICY & PROCEDURE DOCUMENT

DIVISION: Department of Facilities Management

TITLE: DFM Attendance Policy

DATE: 02/01/2017

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Policy for: All WKU/Sodexo front-line employees working for WKU Facilities Management in the Custodial or Grounds departments

Authorized by: Director of Facilities Management

ATTENDANCE POLICY/STANDARDS AND RECORDS

All employees are expected to report to work as scheduled. Absenteeism and lateness/leaving early are expensive, disruptive, place an unfair burden on those employees who must fill-in for absent employees, and may negatively impact customer service. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout Facilities Management, employees will be held accountable for adhering to their workplace schedule. In the event an employee is unable to meet this expectation, he/she must obtain approval from their manager/supervisor in advance of any requested schedule changes. This approval includes requests to use appropriate accruals, as well as late arrivals to or early departures from work.

I. Definitions:

- a. An “**Absence**” is defined as missing more than 50% of your scheduled work time. An absence includes all lost work time whether avoidable or unavoidable, regardless of the reason or the lack of fault of the employee and/or whether the employee receives pay for the time off
- b. A “**No call, no show**” results from an employee not showing up for work or reporting an absence within two hours of their normal start time
- c. “**Tardy/leaving early**” is defined as reporting to work 5 or more minutes after the scheduled starting time or leaving work more than 5 minutes prior to the scheduled ending time, unless approved in advance by your manager or supervisor
- d. “**Job Abandonment**” is defined as leaving work without notifying a member of the management team or an employee leaves work (unscheduled) in a disruptive manner (e.g. angry/using profanity)

- e. **“Punch Error”** is not clocking in/out for the beginning/end of the shift; not clocking in/out for the scheduled lunch break; or clocking out after the scheduled shift end time without prior permission from a manager
- f. **“FMLA” (Family Medical Leave Act)** is an unpaid, excused leave of absence for medical conditions relating to pregnancy, a serious health condition of the employee, their child, spouse or parent, or covered service member. Employee must have 12 months of service AND have worked 1,250 hours in the prior 12-months to be eligible
- g. **“Non-FMLA”** is an unpaid, excused leave of absence for all of the same reasons for FMLA; however, the employee has not met the minimum service/work hour requirements. Subject to HR approval and does not guarantee the same rights as FMLA. Absences may require additional documentation
- h. An absence/tardy/early departure may be **“Excused”** if:
 - i. The employee **has leave time available and calls in at least one hour prior** to the start of their shift;
 - ii. The employee is sent home by a member of the management team due to visible illness;
 - iii. The employee voluntarily brings in a doctor’s note that specifically discloses that the time missed was due to their own personal contagious illness;
 - iv. The absence is part of an approved Leave of Absence defined in company policy
- i. An absence/tardy/early departure will be considered **“Unexcused”** if:
 - i. The employee has no leave time available and the absence does not meet the criteria specified above as an Excused absence;
 - ii. The employee calls in less than one hour prior to the start of their shift;
 - iii. The employee leaves early (unscheduled) for reasons other than those listed under “excused”;
 - iv. An employee is scheduled to work an event but calls off without finding someone to cover their shift

II. **Call-off/Notification Procedures**

Employees must follow these call-off procedures anytime you have an unscheduled absence

- a. Notification of any unscheduled absence must be made as far in advance as possible but at a minimum of at least one (1) hour prior to the scheduled start of your shift
- b. Employees are required to call your specific unit (identified below in Section c.) and leave a detailed message indicating the time, day, reason for the absence or lateness and a phone number where you can be reached
 - i. Leaving a message with another staff member is not acceptable
 - ii. Employees are required to call the number listed in this policy to report an absence. If you so choose to also send a text, email or the use of any other technology, you still must call and leave a message on the Unit phone.

- iii. You are expected to call in your absence yourself. Having another person call on your behalf is not acceptable, unless there are extenuating circumstances that prevent you from personally calling
- iv. If you will be absent for longer than one day, you will be required to keep your manager informed of your status on a daily basis, unless directed otherwise by your manager
- c. Unit Specific numbers to report an absence
 - i. Environmental Services: 270-745-5826
 - ii. Housing Zone 1: 270-745-5559
 - iii. Housing Zone 3: 270-745-6898
 - iv. Campus Services: 270-745-5820 OR Contact Immediate Supervisor or Manager

III. Paid/Unpaid Time Off

- a. Each employee with at least one year of service may be excused up to 10 days of vacation in a calendar year (all paid time off will be used prior to unpaid days).
- b. Vested vacation time counts towards the 10 days
- c. Sick days can only be used for medical-related absences—up to five (5) days regardless if paid time is available or not, will not count towards the ten days if they are excused absences (a doctor's statement is required to excuse these absences)
- d. Vacation days will automatically be pulled for medical-related absences if no sick time is available to cover
- e. All days off must be pre-approved based on the attendance policy and may result in the accumulation of attendance points
- f. Unpaid absences over the above-mentioned excused days that are not part of an approved medical leave of absence will be considered unexcused and accrue points
- g. New employees receive pro-rated days based on when they start work
- h. Examples:
 - i. Sally has 80 hours of Vested Vacation time for the year. Her 10 days she is allowed off will be paid days; however, points can still be assigned to paid absences if they are Unexcused.
 - ii. Joan has 40 hours of Vested Vacation time for the year. Five (5) of her days will be paid days; however, she is allowed up to an additional five (5) unpaid absences during the year that will not be assessed points as long as they are Excused.
 - iii. John begins employment in June. He will be allowed up to Five unpaid days off without points as long as they are Excused.
 - iv. Jane has 15 vested hours of vacation and has accrued 15 hours of sick leave. She misses three days for the flu, brings in a doctor's statement, and followed call-in procedures to make it a scheduled absence. Jane will be paid for all three days (Sick 15 hours; Vac 7.5 hours). She will continue to accrue sick leave up to her annual accrual amount. She has 7.5 hours of Paid Vacation left and can still be excused for 10 days of vacation and 2 days of sick time for the remainder of the year.

IV. Requests for Time Off

All requests for time off must be made in writing using the correct form and should be made as far in advance as possible unless extenuating circumstances exist.

- a. For a single day off, appointments, or other missed time, the request should be made at least one hour prior to the proposed start of the time off (excluding events)
- b. For vacation or extended time off of more than three days, the request should be made a minimum of seven days prior to the proposed start of the time off
- c. Written requests by different employees for time off for the same dates/times will be considered in the date order in which they are received.
- d. All requests for time off will be considered in light of operational and business needs.
- e. **A request for time off does not guarantee that it will be granted.**

V. Attendance Standards

Absences, no-call/no-shows, tardy/leaving early are accumulated and counted in a rolling twelve (12) month period, and will expire twelve months from the date of the initial incident.

- a. One day of an unexcused absence is considered ONE (1) point
- b. Up to three (3) consecutive days of absence for the same illness or injury for the employee, their child or spouse are considered ONE (1) point if accompanied by a doctor's statement. If a doctor's statement is not provided, each day of absence will accrue ONE (1) point
- c. Absences greater than three (3) consecutive days for the same illness or injury will require a medical certification from a health care provider (see human resources)
- d. Any one day of No Call, No Show is considered THREE (3) points
- e. Each Tardy/leaving early is considered ONE HALF (1/2) a point
- f. Any one occurrence of Job Abandonment will result in Investigatory Suspension pending corporate approval of termination
- g. Punch Errors will be processed under the Performance disciplinary action process rather than the attendance policy; however, punch errors can lead to disciplinary action up to and including termination
- h. Absences due to qualifying reasons protected by FMLA and/or state leave law will not be counted and will not result in the accumulation of points, provided you comply with your responsibilities under these laws, the Call-Off Notification Procedures included herein, and the Company's policies and procedures regarding leaves of absence.

VI. Incentive—Ability to earn back points

Employees will be given the opportunity to earn back points for good attendance. Each month an employee works at least 135 hours AND has zero (0) Unexcused absences, he/she will earn back ½ point. These “earnings” do not accumulate and can only be used to reduce points accrued within the past 12 months.

VII. Constructive Counseling for absenteeism will be as follows:

- a. After accumulating 2 points in a rolling 12 month period: **Courtesy Notification**
- b. After accumulating 3 points in a rolling 12 month period: **Written Coaching**
- c. After accumulating 5 points in a rolling 12 month period: **Courtesy Notification**
- d. After accumulating 6 points in a rolling 12 month period: **Written Warning**
- e. After accumulating 7 points in a rolling 12 month period: **Termination of Employment.** Upon accumulation of the 7th point, the employee will be placed on an Investigatory Leave of Absence until the termination is approved by Corporate HR.

VIII. Inclement Weather

To ensure the safety of our employees, there may be times when the General Manager makes the decision to excuse absences due to weather emergencies. In these rare cases, an employee will be given the option to either take the day off unpaid or use a vacation day (if leave time is available). However, if the Unit is open then typically an absence related to weather will count as one point.

IX. Flexing Shifts/Making up Missed Time

- a. No employee is guaranteed the ability to flex their shift or make up missed time
- b. Prior approval from the Supervisor and/or Manager must be obtained
- c. There must be a supervisor/manager on campus that can supervise/direct the employee’s work
- d. The additional work may or may not be in the employee’s normal assigned area depending on business needs
- e. Missed hours that will result in overtime is not allowed
- f. Making up missed time or flexing your shift does not guarantee the absence/missed time to be excused under the attendance policy

X. Special Events

Employees are required to work special events when drafted. If he/she cannot work on the day they are drafted, it is their responsibility to find someone to cover for them (using the appropriate form) otherwise attendance points will be assigned for the absence, regardless of the amount of notification provided.

XI. Important Notes

- a. Vacation/Sick can be used in 15 minute increments and will automatically be applied for time missed (including tardies of 15 minutes or more) unless the employee is on an approved medical leave of absence and request to not use PTO in advance
- b. Doctor's excuses are not required for single absences nor do they automatically excuse an absence. A doctor's note will be required if: 1) You want the absence to count as one of your five excused sick days; 2) you miss more than one day of work and want the absence to be counted as consecutive days; or 3) you have a personal contagious illness and are willing to have a doctor disclose the nature of the illness on your doctor's statement
- c. FMLA absences do not accumulate points and as long as the number of absences per month is in line with the doctor's certification, no doctor's notes are required. Employee must specify FMLA when requesting leave
- d. Employees are not eligible for holiday pay if there is an unscheduled absence the day prior to, the day of, and/or the day after a holiday
- e. Employees are encouraged to schedule appointments outside of working hours when possible