

# CAROLINA HEALTH CENTERS, INC.

## POLICY AND PROCEDURE

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**TITLE:** TIME AND ATTENDANCE: NON-EXEMPT EMPLOYEES

**CATEGORY:** HUMAN RESOURCES

**NUMBER:** HR

**EFFECTIVE DATE:**

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### **POLICY:**

All Carolina Health Centers (“CHC”) employees should regard coming to work on time, working according to the schedule approved by their supervisor, and leaving at the scheduled time as an essential and required function of their job. Each absence can unfairly burden employees’ coworkers and supervisors. Employees must arrive and be prepared to work at their scheduled start time. Employees are responsible for notifying their supervisor of absences, late arrivals, or early departures.

### **SCOPE:**

This policy applies to all individuals under the employ of CHC who are classified as non-exempt. This policy does not apply to absences covered by the Family and Medical Leave Act or leave provided as a reasonable accommodation under the Americans with Disabilities Act.

### **DEFINITIONS:**

Scheduled Absence - Requested time off meets all the following criteria:

1. Supervisor is notified by employee at least one day in advance of the time requested.
2. Supervisor can accommodate the request in a way that does not negatively affect workflow.
3. Employee has accrued leave available for the time requested.

Unscheduled Absence - Supervisor is notified by employee less than one day in advance of the time requested that employee will be absent from a shift due to an unexpected cause.

Tardy: Employee shows up at least ten minutes after a scheduled shift start.

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Unscheduled Early Departure: Employee leaves work before the end of a scheduled shift with less than one day's advanced notice.

No Call/No-Show: Employee fails to report for a shift without notifying supervisor.

Time Theft: Employee receives pay for time not actually worked or tasks not actually completed.

### **PROCEDURES:**

#### **I. Employee Responsibilities and Requirements:**

- a. Employees must notify their supervisor of any unscheduled absence, tardy, or unscheduled early departure as far in advance as possible.
- b. Employees must take accrued leave for both scheduled and unscheduled absences unless otherwise allowed by another CHC policy.
- c. For unscheduled absences, when accrued leave is depleted and unavailable to an employee, they will not receive pay for time absent from work.
- d. In the case of rare extenuating circumstances, an employee with no accrued leave may request a scheduled absence. Approval of these situations will require two levels of supervisory approval and, if approved, will be treated as an unscheduled absence for the purpose of occurrence tracking related to this policy.
- e. If an employee is going to be late for their scheduled shift, they must contact their supervisor with an anticipated arrival time. If the anticipated arrival time changes or is delayed, the employee should contact the supervisor again with an update.

#### **II. Supervisor Responsibilities:**

- a. Supervisors must provide employees who report to them with the preferred contact method (call or text) and number at which they can be reached.
- b. Supervisors should be observant and identify pattern absences, tardiness, and unscheduled early departures.
- c. If a supervisor notices pattern absences, tardiness, unscheduled early departures, time theft, or other possible abuses of leave, they should notify Human Resources immediately. Employees may be subject to immediate corrective action up to and including termination for such abuse of leave.

#### **III. Occurrences:**

- a. An unscheduled absence will be recorded as one occurrence.
- b. Each tardy or unscheduled early departure will be recorded as one-half an occurrence.
- c. No occurrences will be recorded for scheduled absences.
- d. Occurrences will be tracked based on a rolling twelve-month period.

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### IV. Employees in First 90 Days of Employment

Employees are not eligible to use paid leave (except Bereavement Leave) in their first 90 days of employment. While paid leave is unavailable, occurrence exceptions may be granted in these situations if the following requirements are met:

- a. Employee notifies supervisor of planned absence(s) at time of hire.
- b. Supervisor is able to accommodate the absence(s) in a way that does not negatively affect workflow.
- c. Supervisor notifies employee of their decision to either accommodate or deny the request.

If the supervisor accommodates the request, no occurrences will be recorded for the absence(s).

### V. Consequences:

- a. Four occurrences in a rolling twelve-month period: Verbal warning.
- b. Six occurrences in a rolling twelve-month period: Written warning.
- c. Eight occurrences in a rolling twelve-month period: Final written warning.
- d. Ten occurrences in a rolling twelve-month period: Involuntary termination of employment.
- e. Employees will be subject to immediate corrective action up to and including termination for a no call/no show. Two or more consecutive shifts of no call/no show will be considered job abandonment and will result in immediate involuntary termination of employment.

Reviewed/Revised: