



Contra Costa County Operations
Patient Focused - Customer Centered - Caregiver Inspired

SOP# 203 Attendance Effective: January, 2010 Updated: February 1, 2020 Reviewed:	Approved By: Michael Johnson Regional Director
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A. Purpose

1. To establish a company standard for attendance and punctuality expectations.
2. American Medical Response relies upon prompt and dependable attendance of scheduled personnel to meet the needs of the public we serve. It is a professional obligation of each employee to maintain a good record of attendance. The following attendance policy reflects this expectation and provides specific criteria for the employee to meet this critical requirement.

B. Policy

1. General

- a. Perfect Attendance is the “standard” that every employee should strive to meet. Employees who have specific attendance problems should discuss them with their Supervisor as quickly as possible in order that solutions can be mutually developed, and a poor attendance record prevented.
- b. Field Employees shall be on the premises, in accordance with the uniform policy, clean-shaven, and otherwise ready to work, at the time their shift begins. Employees sleeping on premises are not excluded from this policy.
- c. Under no circumstances will any employee have another employee work for part or all of a shift without Operations written approval.

2. Guidelines

- a. Assigned shifts, NCTI classes, local education and training, EVOC, FTO time, teaching assignments, etc. are subject to the provisions of this policy.
- c. It is the employee’s responsibility to punch in and out on time in the time keeping system and be ready to work based on his/her work schedule. Employees may not punch in early (more than 7 minutes prior to their shift) or punch out late (more than 7 minutes after their shift) without appropriate authorization.

3. Employee Absences:

- a. PTO requests received twelve (12) or more hours in advance of the shift start time, will be approved and considered an excused absence when the cap is open.

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- b. Employees unable to work their assigned shift or work assignment due to illness or other emergency situation, should make every effort to contact the appropriate area Supervisor as soon as possible, but no less than two (2) hours prior to the beginning of the shift or work assignment.
- c. For the purposes of this policy, absences due to an employee's illness that fall within 60 consecutive hours shall be considered one unexcused absence.

Example:

- 1. An employee calls in sick on Monday a 08:00.
 - 2. As this shift begins at 08:00 on Monday, this is when the 60-hour clock begins.
 - 3. Therefore, the window for this illness to be considered one absence **ends** at 20:00 the following Wednesday.
 - 4. Any subsequent missed shifts due to illness would be considered a second incident.
 - 5. Extenuating or special circumstances may be considered at management's discretion.
- d. The company reserves the right to request a physician's note prior to the employee returning to work secondary to missing greater than two shifts due to illness.
 - e. As of July 1, 2015, under California law, part time employees begin accruing sick time. Part time employees may utilize available sick time due to illness or injury, however if the number of hours scheduled exceeds the number of hours the employee chooses to use, this will be considered an unexcused absence.

4. Definitions

Tardy shall be defined as:

- a. Punching into the time keeping system more than seven (7) minutes from the start of the assigned shift or failure to sign into the time keeping system unless excused by management.
- b. Arriving after the scheduled start time for a non-field work assignment, training or education class, EVOC, FTO time, teaching assignments, etc.

Unexcused Absence shall be defined as:

- a. Any requests for PTO made less than twelve (12) hours in advance of the scheduled work start time, regardless of cap status, excluding absences covered under state of federal statute.
- b. Any request for time off without sufficient PTO to cover the duration of the assigned shift.
- c. Any request for time off when the employee opts to NOT utilize PTO.

C. **Enforcement of This Policy**

- 1. If an employee is tardy greater than two (2) times within a rolling 30-day period, it is considered a violation of this policy and is subject to corrective action.
- 2. If an employee has greater than one unexcused absence within a rolling 30-day period, it is considered a violation of this policy and is subject to corrective action.
- 3. Employees who chose to utilize time off without pay are subject to accelerated corrective action process on the first offense.
- 4. Employees who fail to report to work, or fail to notify the on duty Supervisor of his/her absence within one hour after their scheduled shift start time, will be considered a "no call / no show" and subject to accelerated corrective action process on the first offense. Exceptions will be considered when an employee is unable to make the proper notification due to extenuating circumstances and at management's discretion.

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5. Any two “no call / no show” occurrences within a twelve-month rolling period may result in termination at management’s discretion.
6. Employees who do not report for work or call into an on-duty Supervisor for two consecutive shifts, will be considered to have abandoned their position and the employee may be terminated.

NOTE: Violations of this policy are considered **collective** and are therefore subject to corrective action at up to and including termination of employment.

American Medical Response Contra
Costa County Operations Standard
Operating Procedure #203