



## TeamVision Time + Attendance 2023

### **ATTENDANCE OVERVIEW**

Staff members are expected to be at their work area ready to begin work at their scheduled time. Managers are expected to track staff absences and tardiness. Managers should use an Attendance Record Form to track absences and tardiness.

Managers are responsible for administering corrective action for attendance-related performance issues. Attendance-related corrective action must be administered consistently within your Practice and comply with TV attendance guidelines.

If a staff member knows he/she will be absent or tardy from a scheduled shift, they must call his/her manager at least one hour prior to his/her scheduled start time. The call must come from the staff member unless emergency circumstances prevent them from doing so. Text messaging is not an acceptable form of communication to management. Failure to notify management may be considered an unscheduled absence or tardiness and may result in corrective action.

For questions and guidance on attendance related issues, contact your manager or submit Employee Relations e-Service Consultation request.

Please refer to When to Involve Employee Relations Guide to determine if Employee Relations support is required before proceeding.

### **TV Attendance Standards**

TV expects all staff members to be at their assigned work area, ready to clock in, and ready to begin work at their scheduled time. Beginning and completing assigned shifts on time is critical to our business. Payroll hours are carefully planned to accommodate customers and work.

Unscheduled absences and tardiness place an unfair burden on the business and co-workers. Excessive absenteeism and/or tardiness may lead to Corrective Action up to and including termination of employment.

### **Employee Call-Out Procedure**

It is the staff members responsibility to contact his/her supervisor as soon as possible. They must personally call his/her immediate supervisor to report an absence or tardy. Calls or communications from someone other than the staff member will only be accepted in emergency situations. The report of an absence or tardy must be made at least one hour prior to the scheduled start time. Reporting an absence or tardy to any non-management staff is not acceptable. Staff is to provide reason for absence/tardy, expected return date or arrival time, and contact phone number. Text messaging is not an acceptable form of communication. Failure to use the proper call-out procedure for FMLA-related absences may result in denial of FMLA leave for the day, absent extenuating circumstances. Failure to use the proper call-out procedure may result in Corrective Action, up to and including termination.

## **Absences Defined**

Scheduled, Excused Absence:

- Pre-approved PTO
- Pre-approved schedule changes
- Leave of Absence and Intermittent LOA, which may include: FMLA, Military, Medical, Personal, Bereavement, Jury Duty, or other approved reasonable accommodations as outlined in Employee Guide

Unscheduled, Excused Absence:

- An unscheduled absence that results in an approved LOA or reasonable accommodation is considered unscheduled and excused. Staff will not be disciplined for excused absences.

Unscheduled, Unexcused Absence:

- The following constitute unscheduled, unexcused absences: arriving more than 30 minutes late for your scheduled shift, missing an entire scheduled work shift, returning from break/lunch more than 30 minutes late, leaving more than 30 minutes prior to the end of a scheduled shift, missing mandatory meetings and conference calls.

Consecutive absences of two or more days will be counted as one incident if it is for the staff members personal illness and documentation from a health care provider is submitted to support the absence. If such documentation is not provided, the actual number of days that the staff member was out may be counted as separate incidents.

## **Excessive Absences**

Three instances of unscheduled, unexcused absences within a 90-day period may result in a Corrective Action.

Additional unscheduled, unexcused absences may result in additional Corrective Action.

Eight (8) instances of unscheduled, unexcused absence in a 52-week period may result in termination. Example: if a staff member has two (2) unscheduled, unexcused absences in May, then one (1) in June, two (2) in July, two (2) in October and one (1) in December, this may result in termination.

## **Leave of Absence (LOA)**

If a staff member is out more than three consecutive shifts, the manager should refer to the Employee Guide and Manager's Guide to HR for related Leave of Absence policies and procedures. An absence covered by other leave policies (personal/ relocation, military, bereavement, etc.) will be reviewed on a case-by-case basis. Failure to provide proper Leave of Absence documentation in a timely manner may result in absences and/or tardiness being deemed unexcused, and may result in corrective action, up to and including termination, for unauthorized absence. Any questions related to FMLA, or any other approved LOA should be referred to Employee Relations eservice.

## **Tardiness Defined**

Staff members are considered tardy if they arrive at the work area five minutes or more past their scheduled start time or return from break or lunch between 5 and 30 minutes late. Paid Time Off (PTO) may be deducted for tardiness at the discretion of the Manager. Only scheduled and pre-approved PTO

hours/days and absences that qualify as an LOA or disability accommodation will be regarded as excused. Tardies in excess of 30 minutes will count as an absence.

### **Excessive Tardiness**

Three incidents of tardiness in a 30-day period may result in Corrective Action. Additional incidents of tardiness may result in additional Corrective Action. Eight (8) or more incidents of tardiness in a 52-week period may result in termination.

### **Late Practice Opening**

Tardiness or absence that results in a late Practice opening may result in a Corrective Action. A second incident of late Practice Opening as a result of being tardy and/or absent may result in termination. Staff are not responsible for late openings due to host delays or errors. Notify your Regional Manager of late openings that are due to host delays or errors.

### **Excessive Unscheduled-Unexcused Absences and Tardies combined**

Three incidents of tardiness and/or unscheduled, unexcused absence in a 30-day period may result in Corrective Action. Additional incidents of tardiness and/or unscheduled, unexcused absence may result in additional Corrective Action. Eight (8) or more incidents of tardiness and/or unscheduled, unexcused absences in a 52-week period may result in termination.

### **Job Abandonment**

If at any time the staff member fails to report to work for two consecutive shifts without appropriately notifying their manager, it will be assumed that he/she has decided to voluntarily terminate employment with the Company. If a staff member no call, no shows for one day, the manager should issue a Formal Corrective Action when the staff member returns for his/her next shift. If at any time the staff member walks off the job during his/her scheduled shift without approval from management, it will be assumed that he/she has decided to voluntarily terminate employment with the Company. Personnel records will indicate that the staff member quit without notice and will be ineligible for rehire.

### **Manager's Responsibility**

Staff who are exempt are required to use PTO for full day unscheduled and scheduled absences (other than a shift change). All full day absences must be deducted from the staff members PTO and must be documented on the Attendance Record. Non-Exempt staff must use PTO to cover the scheduled hours they did not work. An attendance Record must be maintained for each staff member. The Attendance Record is used to track attendance for a 12-month period using the staff members anniversary date as the initial starting point. Current records should be kept together in a confidential binder, accessible only to management. The current year's Attendance Record should not be kept in the staff's personnel file.

Manager is responsible for administering this policy consistently to all staff members.

### **Reason for Absence**

The best practice for managers is to be proactive when occurrences happen and ask the staff member why he or she was late, why they had to leave early, or why they missed a full shift.

Management does not need to know details of an illness when the reason for the occurrence is personal or medical. The purpose of the conversation is to simply determine what prevented them from coming to work. A doctor's note is not required, nor does it excuse a single absence. If a doctor's note is

provided by the staff, it will group up to three absences into a single occurrence. A notation explaining the reason for the absence should be made in the Tracker form.

If a staff member expresses that his or her absence is due to something more than a simple illness, or if they are absent more than three consecutive scheduled shifts, a LOA, paid sick leave or other steps may be necessary. See Attendance Medical for more information.

### **Absence Due to Medical Issues**

Personal illness is a common reason for attendance issues. If a staff member misses a shift for a simple personal illness, not related to a serious health condition, it is generally considered an absence. If the absence is due to a serious health condition, partner with your Regional Manager. It is important to know if state or local Sick Pay laws apply to the staff or their family members. If uncertain, partner with your HRBP.

If a staff member expresses that his or her absence is due to something more than a simple illness, or if they are absent more than three consecutive scheduled shifts, an LOA or other steps may be necessary. It is important to note that absences due to medical conditions may not be covered under the attendance policy.

LOA Reasons:

- Staff own serious health condition including overnight stay in hospital, missing 3 consecutive shifts due to illness, shared information regarding medical condition
- Care of spouse, child, or parent with serious health condition
- Birth, adoption, foster care of child
- Jury duty
- Time off to Testify as a Witness
- Time off to Vote
- Military related leave including deployment, qualifying exigency leave, military caregiver
- Company Personal Leave

### **Absence Due to Natural Emergency**

When the store remains open, but a staff member is unable to report to work due to a natural emergency the staff member may elect one of the following options:

- Deduct the time missed from work from their remaining PTO allowance, if PTO is available
- Declare the time missed from work as an unpaid excused absence, as long as the employee follows proper call-in procedures. Failure to follow proper call-in procedures may result in an unexcused absence.

Natural Emergency is defined as an Act of God. Out of control of the staff or Company

### **Blackout Period Request Off**

Blackout periods are those designated as peak volume days in which staff members are required to be available for shifts. Staff members will not be approved to utilize PTO or Holidays during these periods. If staff members feel that they need a specific day off from work during a blackout period, please consider the following:

- Keep your staff informed well in advance of upcoming events, blackout dates and TV initiatives
- Ask staff to keep an updated availability form on file at the store and remind them to communicate important dates in advance
- Take into consideration if it is an important event such as medical reason, family reunion, or other critical date
- In general, you are not obligated to excuse a staff member from their schedule during blackout dates
- State or local sick or safe leave time off is considered an exception to blackout periods

### **Scheduling**

TV work schedules are based on the operational needs of the location. An employer may change a staff members work hours without giving prior notice or obtaining their consent.

Scheduling Best Practices:

- Post schedules ten days to two weeks in advance, unless your Regional Manager has provided other direction (be mindful if a local scheduling law requires a specific timeframe).
- Be flexible and considerate of all staff member's needs.
- All staff members have demands and responsibilities outside of work, therefore, schedules should be posted as soon as possible. This allows ample time for staff to make plans and address family responsibilities.
- Ask all staff to keep an up-to-date Availability form filled out and on file at the practice.

Operational needs will always take precedence, but staff preferences may be considered when feasible. Managers will give advance notice of a change in work schedule unless unforeseeable circumstances prevent him/her from doing so. Managers have the right to require staff to clock out earlier than scheduled depending upon the needs of the business in compliance with local law. Under normal circumstances, staff members will not be scheduled to report to work with less than eight hours off after the completion of a prior work period.

### **Tardiness**

Managers should keep track of staff members tardiness on an Attendance Record Form, and alert staff who are approaching excessive tardiness. Before you address excessive tardiness in the form of corrective action, submit all relevant information via Employee Relations e-Service and partner with your Regional Manager. Employee Relations e-Service can be assessed in HR Solutions toolbar.

If you are considering issuing a Corrective Action or termination, you are required to submit information via Employee Relations e-Service. Please refer to when to involve Employee Relations document to determine if ER support is required before proceeding. In locations where paid sick leave is applicable, absences counted toward sick pay should be excluded from performance management and corrective actions.

### **Unexcused Absence / Excessive Absenteeism**

Managers should keep track of staff members absences on an Attendance Record Form, and alert staff who are approaching excessive absenteeism. Unexcused absences must be deducted from staff

members remaining PTO balance. Notify the staff that the absence will be tracked on his/her Attendance Record, and that a pattern of excessive absenteeism will be addressed.

Before you address excessive absenteeism with a staff member in the form of corrective action, submit all relevant information via Employee Relations e-Service and partner with your Regional Manager. Employee Relations e-Service can be assessed in HR Solutions toolbar.

If you are considering issuing a Corrective Action or termination, you are required to submit information via Employee Relations e-Service. Please refer to when to involve Employee Relations document to determine if ER support is required before proceeding. In locations where paid sick leave is applicable, absences counted toward sick pay should be excluded from performance management and corrective actions.