

Shadowfax

Title	Attendance and Punctuality
Policy Number	HR.3013.000.000
Initiating Authority	Director of Human Resources
Approved By	Compliance Committee 9-22-21
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Next Review Date	June 2022
Associated Policies	
Associated Procedures	
Associated Documents	

I. POLICY STATEMENT

The Shadowfax Corporation (Shadowfax) encourages habits of good attendance and punctuality on the part of its staff.

II. PURPOSE

The purpose of this policy is to provide standards on job attendance and punctuality and guidelines on how absences are recorded and managed.

III. SCOPE

This policy applies to all Shadowfax staff members.

IV. GENERAL

This policy is based on Shadowfax operational standards, and applicable Pennsylvania or Federal laws. Shadowfax will follow the requirements set out in this policy and in any applicable employment contracts.

V. POLICY

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Note: The term "Individual" is synonymous with resident, client, patient, consumer, or participant.

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Staff members are expected to report for work at the starting hour whenever scheduled.

Failure to notify the employer of any anticipated absence or delay in reporting for work will result in adjusted compensation during the absence and will be grounds for disciplinary action. Staff who are absent from work for three (3) consecutive days without good cause and without giving proper notice to the employer shall be considered as having voluntarily terminated their employment.

A staff member shall not be required nor permitted to work any period of time beyond the normal starting or ending times for the purpose of making up time lost due to tardiness, unauthorized absence, or authorized absence for which the staff member is not eligible to receive compensation.

Management reserves the right to review all absences and discipline at their discretion.

UNABLE TO REPORT FOR WORK/ABSENCE FROM WORK

Staff should notify their management in advance if they are unable to report for work, giving as much advance notice as possible to permit a replacement to be scheduled.

Residential Direct staff must give a minimum of two (2) hours' notice before the scheduled start time is required; Residential Direct staff will be subject to progressive discipline when less than two (2) hours' notice is provided.

Staff members must speak directly to their supervisor regarding being absent from work. Texting or leaving a voicemail message are not acceptable methods of notification.

REPORTING LATE FOR WORK (TARDINESS)

Staff members who for any reason will be delayed more than a few minutes reporting for work are required to call their supervisor promptly to explain the circumstances. If their supervisor is unavailable, the staff member must contact the emergency on-call person. Staff members must speak directly to their supervisor or, if unavailable, the on-call person regarding reporting late. Texting or leaving a voicemail message are not acceptable methods of notification.

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Staff are paid in 15-minute intervals, staff members eight (8) minutes or more late for their scheduled start time will be required to use Paid Time Off (PTO) in increments of 15 minutes to cover the absence/lateness. If the staff member has no PTO available, then the absence/lateness will be unpaid in accordance with HR.3011.000.000 Paid and Unpaid Time Off Policy.

Staff members more than thirty (30) minutes late for their scheduled start time and who have not notified their management of their expected tardiness may lose their right to work the balance of the workday. Staff members permitted to report to work late will be paid only for the time they actually worked and will be required to use PTO for the amount of time equivalent to the delay in reporting to work. If the staff member has no PTO available, then the absence/lateness will be unpaid accordance HR.3011.000.000 Paid and Unpaid Time Off Policy.

The schedule for delayed reporting is as follows:

Scheduled Hours	Requirement	Absence Points
Zero to four (0-4)	Must be at work within one (1) hour.	If reporting to work after one (1) hour, one absence point assigned.
4.25 to 8	Must be at work within two (2) hours.	If reporting to work after two (2) hours, one absence point assigned.
8.25 or more	Must be at work within three (3) hours.	If reporting to work after three (3) hours, one absence point assigned.

ATTENDANCE RECORDING SYSTEM

This system establishes guidelines for disciplining staff members who are continually absent, late, or require excessive time off when they are not eligible for vacation credits.

Absences will be recorded as follows:

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1. Illness/Absence

A staff member will be assigned one (1) point under the Attendance category for each absence due to illness or emergency time off. Emergency time off is a request for time off with less than 24-hour notice that has been approved by the staff member's supervisor.

A staff member who is absent three (3) or more consecutive workdays will be assigned 2.5 points under the Attendance category.

An illness/absence point will not be given if accompanied by a doctor's note. The doctor's note must be turned in to management within the same pay period in which the absence occurred. The doctor's note must include the date of the medical examination.

2. No Show

A staff member who fails to notify management of his/her absence within thirty (30) minutes after their starting time will be considered a No Show. A No Show will result in one (1) point assigned to the attendance or late category, depending on whether the staff member arrives to work late (classified as a 30-minute No Show) or not at all (classified as a No Show). Three (3) No Shows (late or attendance) will result in termination. NOTE: Staff members may lose their right to work the remainder of their scheduled hours, see above REPORTING LATE FOR WORK/TARDINESS.

3. Lateness

A staff member who begins five (5) minutes after the scheduled start time will be documented as late.

Shadowfax will use an absenteeism points system broken down into two categories: Attendance and Lateness. Each category is tracked separately.

Attendance Points

- Six (6) points in one year = written warning

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- Nine (9) points in one year = termination

Lateness points

- Six (6) points in one year = written warning
- Nine (9) points in one year = termination

No Show

- 1 No Show in one year = written warning
- 2 No Shows in one year = second written warning
- 3 No Shows in one year = termination (late and/or attendance, combined)

One year is defined as the 12-month period preceding the present day, e.g., on 2/1/21, the number of points accumulated between 2/2/20 and 2/1/21 are counted according to this policy.

EXCESSIVE ABSENTEEISM AND TARDINESS

Excessive absenteeism and chronic tardiness are patterns of behavior that can affect the care we provide to individuals and to Shadowfax's operations. Management should make every effort to discover the reason for this behavior and to assist the staff member in correcting the problem.

Excessive absenteeism is defined as having 15 or more overall absences (including excused and unexcused) during a 12-month period, not including absences that were pre-planned and pre-approved. The 12-month period is a rolling 12 months preceding present day, e.g., on 2/1/21, the number of points accumulated between 2/2/20 and 2/1/21 will be counted.

Guidelines for staff members considered to have Excessive Absenteeism

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1. An illness that lasts three (3) days or more will only count as three (3) absences as long as a doctor's note is provided, e.g., If a staff member is off work for five (5) consecutive days but has a doctor's note, then that illness will count as three (3) absences rather than five (5) absences when applying the excessive absenteeism guidelines.

2. Discipline:
 - 6 overall absences = verbal warning
 - 9 overall absences = written warning
 - 12 overall absences = 30 days disciplinary probation
 - 14 overall absences = 60 days disciplinary probation
 - 15 overall absences = 90 days disciplinary probation
 - 16 overall absences = termination

VI. ENFORCEMENT

Staff members in violation of this policy will be subject to disciplinary action up to and including termination of employment.

VII. OVERSIGHT

Shadowfax Compliance Committee or their designee(s) (the "Approved By") will be in charge of the administration of this Policy. The Approved By responsibilities include:

1. Identifying the action steps to come into compliance and directives to maintain compliance and implement the action steps.

2. Periodically reviewing this Policy and monitoring compliance to it.

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3. Training responsible parties on their obligations under the Policy.

Revision History

Name	Date	Reason for Changes	Version