

**MARTIN LUTHER KING, JR.
OUTPATIENT CENTER
POLICY AND PROCEDURE**

DIVISION: ADMINISTRATION	NUMBER: 04-035
SUBJECT: ATTENDANCE	
SECTION: HUMAN RESOURCES	PAGE: 1 OF: 4
REVIEWED BY: HR ADMINISTRATOR AND POLICY & PROCEDURE COMMITTEE	EFFECTIVE DATE: 01/07/02
TO BE PERFORMED BY: ALL WORKFORCE MEMBERS	REVIEWED DATE: REVISED DATE: 01/2016

PURPOSE

To provide guidance and direction to Departmental management and workforce members related to DHS attendance standards.

POLICY

All workforce members shall be present at their jobs and perform their assigned duties during their scheduled work hours, except when on approved vacation or approved leave of absence as prescribed and governed by the L.A County Code, Civil Service Rules and applicable Memorandum of Understanding (MOU).

Workforce members shall inform their supervisors if they are unable to adhere to their work schedule.

Managers/supervisors are responsible for providing workforce members with clearly defined work hours and work schedules.

Managers/supervisors are responsible for ensuring their workforce members are informed of and adhere to the attendance standards below and for taking appropriate disciplinary or corrective action. In contract situations, the contract and/or assignment may be terminated. As a guide to determining the behavior that constitutes unsatisfactory attendance, managers/supervisors should consider the following:

- The impact of absences on job productivity;
- The number of occasions a workforce member is absent or tardy;
- The work history of the workforce member
- Any clear pattern of absences

PROCEDURE

The procedures below are not to be construed to restrict the workforce member's right to his/her appropriate use of accumulated benefit time.

I. ABSENCES

A. Unscheduled absences of one day or more:

- A workforce member assigned direct patient care related responsibilities in an inpatient setting must notify management at least two (2) hours prior to his/her scheduled work hour/shift.
- A workforce member assigned direct patient care in an outpatient setting, or non-patient care related responsibilities must notify management 30 minutes prior to the start of the workforce member's scheduled work hour/shift.

- It is the workforce member's responsibility to call in. Calls will not be accepted from anyone on behalf of the workforce member except in those cases where the workforce member is incapacitated and unable to call in. In the event a workforce member cannot call his/her manager/supervisor (such as hospitalization, accident, physically unable, etc.); a report will be accepted from a representative. However, the workforce member must make personal contact with the manager/supervisor as soon as possible.
- The workforce member is required to state the reason and the expected date he/she will return to work. The supervisor has the responsibility to ask the workforce member the reason for, and the duration of, the unscheduled absence.
- The workforce member is expected to contact/telephone his/her immediate supervisor or his/her designee on a daily basis while out ill unless an acceptable certification has been provided to the supervisor stating that such absence will continue for an extended period.

Failure to notify management may result in the workforce member's timecard being coded as unapproved absence without pay (AWOP). A workforce member who fails to report to work for 3 consecutive days or 2 regularly scheduled shifts shall be deemed to have resigned effective the end of the last day the workforce member performed any of the duties of his/her position.

- B. Excessive absenteeism is more than one (1) unscheduled absence per month. Excessive absenteeism may result in disciplinary action or termination of services/assignment.*
- C. If a workforce member needs to request any time off with less than three (3) working days written notice:*
- The workforce member must submit an emergency request in writing to his/her supervisor stating what type of leave he/she is requesting and the reason for the request.
 - Written proof or verification of the emergency may be requested by the workforce member's manager/supervisor upon the workforce member's return to work.
 - Managers/supervisors shall provide a response to the request in a timely manner.
 - If the emergency is sudden and the workforce member has not yet reported to work, the workforce member is to personally call his/her manager/supervisor, or designee. The workforce member should state the nature of the emergency and the type of time he/she will be requesting to cover the absence, subject to the manager/supervisor or designee.
 - If the emergency is sudden and the workforce member is on duty, he/she should speak to the manager/supervisor immediately to obtain permission to leave work and the amount and type of time to be used. The workforce member may not leave the work area without first reporting to his/her manager/supervisor or designee.
- D. A workforce member who is off three (3) or more consecutive work days may be required to present an original verifiable medical certification of illness or injury upon return to work:*
- For absences of three (3) consecutive work days, the medical certification, if requested, must be provided to the workforce member's immediate supervisor on the first day the workforce member returns to work.
 - If the absence will be extended for four (4) or more days, the workforce member, if requested, must provide medical certification to his/her immediate supervisor by the fifth (5th) work day of the absence. If the absence is extended further, the workforce member must provide updated medical certification to his/her immediate supervisor **prior** to the expiration of each extension. The workforce member must have a current medical certification on file with his/her supervisor at all times, or the timecard will be coded as Absent Without Pay (AWOP).
 - Managers/supervisors may request medical certification for any day of an unscheduled absence.

E. *Acceptable medical certification is an original, signed and dated document from a licensed physician provided on letterhead stationery of the physician or health care facility providing the care. The certification must include the following:*

- The date the workforce member was seen by the physician.
- Date(s) the illness or injury prevented the workforce member from performing his/her duties.
- Earliest date the workforce member can return to work with or without restrictions.
- If there are work restrictions, the certification must include the nature of the restrictions and their duration.
- Original signature of the physician/caregiver.

F. A workforce member who fails to report an absence within the specified time period, or provide medical certification, as required, will be considered to be unapproved Absent Without Pay (AWOP) for the period of the unreported absence.

G. A workforce member who demonstrates a clear pattern of absenteeism (such as absenteeism in conjunction with regular days off (RDOs), weekend, holidays, or vacation time off) may be placed on medical certification.

H. A workforce member on part-pay sick leave must remain on such leave until it is exhausted and may not elect any other type of leave benefits unless authorized by the facility/program head.

II. TARDINESS

A. It is the workforce member's responsibility to arrive and be ready for work at the start of his/her scheduled work hour/shift. The time piece to be used to determine the start and end time of the work shift will be determined by the manager/supervisor.

B. More than two (2) tardies per pay period (1st-15th, 16th-31st) will be considered excessive tardiness and may subject the workforce member to disciplinary action which may include a warning, reprimand, suspension, discharge, or termination of services/assignment. Supervisors will instruct their workforce members on how to report their absence or tardy. All tardies may be considered for disciplinary action.

- A workforce member assigned direct patient care responsibilities in an inpatient setting must report tardies to management at least two (2) hours prior to the start of his/her scheduled work hours/shift, or as soon as practical.
- A workforce member assigned direct patient care in an outpatient setting, or non-patient care related responsibilities must report tardies to management 30 minutes **prior** to the workforce member's scheduled work hour/shift, or as soon as practical.

C. The timecard for tardies shall be coded as Absent Without Pay (AWOP). Timecards shall not be coded as AWOP time in increments less than fifteen (15) minutes. Tardies less than fifteen (15) minutes may be used for disciplinary purposes.

D. A workforce member who arrives late cannot make up the lost time by working past his or her regularly scheduled quitting time.

E. A workforce member is entitled to one (1) fifteen minute rest period (break) around the midpoint of each half of the work day and one (1) thirty minute lunch period. Workforce members are expected to remain on grounds during their rest periods/breaks to provide immediate response to unexpected situations.

F. Workforce members are expected to return, on time, as scheduled, from rest periods/breaks and lunch period and to contact management immediately if they will be late.

- G. Workforce members must obtain approval from management to extend or advance their normal break/lunch period. Rest periods/breaks and the lunch period **cannot** be used to cover a tardy or shorten the workday. Rest periods/breaks **cannot** be combined to lengthen the lunch period.
- H. Unjustified absences from the workstation for periods of time exceeding 15 minutes may result in the workforce member's timecard being coded unapproved Absence Without Pay (AWOP).
- I. Signing/clocking in/out (if applicable to the division) for another workforce member is strictly prohibited and may result in disciplinary action.

DEFINITION

WORKFORCE OR WORKFORCE MEMBERS

Workforce member is defined as employees, volunteers, trainees, affiliates, students, and any other persons who perform work under the control of DHS, whether or not they are paid by the County.

CROSS REFERENCES:

DHS Policies:

- 750, "Work Hours and Work Week"
- 755, "Vacation Scheduling"
- 756.5, "Use of Sick Leave Benefits"

AUTHORITY:

Los Angeles County Code
Civil Service Rules
Applicable Memorandum of Understanding (MOU)

NOTED AND APPROVED:

Cynthia M. Oliver, Chief Executive Officer

Date

Ellen Rothman, M.D., Chief Medical Director

Date

Lessie Barber, RN, Nursing Director

Date

Signature(s) on File.