



*"Creating Life Opportunities"*

## Policy and Procedure # 642

# Employee Scheduling and Attendance

Approval: /S/ Dani Cook Effective Date: 1/27/2023

### POLICY:

Regular attendance is essential to the company's efficient operation and is a necessary condition of employment. EFI must maintain adequate staffing levels to implement the clients' service plans' goals, ensuring essential health and safety needs are met.

### PROCEDURE:

#### 1. STAFFING SCHEDULES

- a. EFI has the responsibility to create staffing schedules that reflect client support needs.
  - i. Full-time employee schedules should consist of 32-40 hours per week.
  - ii. Employees will not work more than 16 hours per day.
  - iii. Employees will not exceed 56 hours worked within a week. (Unless there is an extreme staffing crisis)
- b. Because the needs of our clients change, employee schedules and work locations may vary and frequently change to match client needs and scheduling purposes.
  - i. Advance notice of schedule and location changes may not always be possible.
  - ii. Paycom informs employees of these changes. Employees should check their schedules daily.
- c. Working a temporary schedule does not signify changing an employee's official schedule.

#### 2. STAFFING CRISIS AND MANDATORY SHIFTS

- a. While it is EFI's practice to fill staffing shortages through voluntary means, when critical staffing shortages occur, EFI employees may be required to work additional hours, including overtime, to ensure our client's health and safety. All changes are dependent upon our staffing numbers.
  - i. The following individuals have the authority to require an employee to work over and above their regular schedule: Supervisors, Directors, and the Executive Director.
  - ii. In cases of extreme staff shortages, e.g., an event of severe weather, natural disaster, or call-outs, employees may be required to work longer shifts or even work overnight shifts.
  - iii. Employees may be required to work longer shifts to cover tardiness or absences until relief arrives.
- b. During a disaster, EFI may face staffing shortages for various reasons—staff may not be able to get to work, may be ill, or may need to take care of their own families during the emergency. As an agency, we may have to act and make changes to ensure that every one



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of our clients can be supported. The following are some of the possible changes that we may have to make:

- i. Reconfigure living arrangements- This is intended to combine households if needed to have adequate staffing within the home.
- ii. Essentials only- All extracurricular activities will be postponed until we can provide staffing.
- iii. Sleeping shifts- In homes where the client's support is minimal at night, we may approve sleeping shifts so that staff working more than 8 hours can rest.
- iv. All hands on deck- All staff trained and certified working in the office will be reassigned to work in the Supported Living homes.

#### 3. CALLING IN LATE OR ABSENT

- a. An employee that anticipates being late or absent must notify their work location and must notify the scheduler during office hours on the RSS(Residential shift supervisor) phone or the RSC( Residential Shift Coordinator) after hours until 11 pm and the supervisor of the house between the hours of 11 pm-7 am.
  - i. The appropriate person (see above) must be notified 2 hours before the start of the scheduled shift when possible.
  - ii. Employees with an absence for a reason covered by the paid sick leave policy need to communicate that they are using sick time correctly. They must use the correct code when adding sick time to their timesheet via Paycom.
  - iii. The RSS, RSC, or supervisors will find coverage for the employee calling out to shift.
  - iv. Employees must contact their supervisor each day absent unless alternate arrangements are made in advance with their supervisor.

#### 4. ATTENDANCE

- a. An absence for a reason covered by the Paid Sick Leave policy may not be counted in considering disciplinary action due to excessive absenteeism if the employee has sufficient paid sick leave accrued to cover the time missed from work. Employees can only be given disciplinary action if their call-offs become a pattern directly related to sick time accrual.
- b. An employee who is often (more than 2 in a month) absent or tardy, who frequently asks to leave work early, or who displays a pattern of attendance problems (e.g., often absent or late on Mondays and/or Fridays), or has a disproportionate pattern of "emergency" absence requests, may be subject to disciplinary action up to and including termination.
- c. Failure to notify your supervisor when you will be absent or tardy may result in disciplinary action up to and including termination.
  - i. Absent for three consecutive shifts without notifying your supervisor or scheduler will be considered job abandonment. It will result in the termination of employment, effective the last day worked.
- d. Employees absent for more than three days must submit a doctor's note or equivalent medical statement before being paid sick leave.
  - i. Requests for documentation cannot cause an undue financial burden on employees.



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#### 5. OVERTIME APPROVAL

- a. All overtime hours require approval by a Supervisor or Department Director.

#### 6. REQUEST FOR TIME OFF

- a. Employees must request and schedule time off in advance with the scheduler.
  - i. Residential and Vocational Employees must give a minimum of two weeks advance notice for scheduled time off.
  - ii. Administrative employees need to give 48-hour notice for scheduled time off or two weeks advance notice for time off consisting of 5 consecutive days or longer.
- b. Employees can trade or swap shifts as a temporary measure to satisfy client staffing hours and assure the health and safety of our clients.
  - i. The swap cannot create overtime for the employee taking the shift without prior authorization from the RSS. All schedules must still be able to be completed.
  - ii. Employees requesting the trade or swap must send a SCOMM to the RSS and supervisor, notifying them of the change.
  - iii. All changes must be submitted through the scheduling software and approved by the RSS.
- c. Directors and Supervisors may place reasonable limits on the number of simultaneous vacation/time off requests granted during a period based on the current staffing shortages and the client's needs.