Policy:

Mid-Missouri Supported Living, LLC, is contractually required to provide staffing for those we serve twenty-four (24) hours a day, seven (7) days a week every day of the year, including holidays. All employees must report to work as scheduled and on time. They must also remain on duty until relieved by the on-coming shift - all medication counts must be cleared, and all other assigned shift duties completed. Failure to adhere to the Time and Attendance Policy may result in immediate corrective action up to and including termination.

Comments:

The House Manager is expected to review attendance records on a regular basis and on no less than a bi-weekly basis. The Manager should identify any violations of the attendance policy and the appropriate corrective action to be issued, if any, in accordance with the charts set forth below.

Corrective action for attendance violations will remain in place and will subject an employee to further action for additional violations under this policy unless an employee goes six (6) months without receiving the next level of corrective action. Any corrective action incurred during an employee's probationary period will be in effect at the level pursuant to the (6) month rolling time period. For example, should an employee have received a Final Written Warning during their probationary period and then accumulate one (1) additional occurrence outside of their probationary period within six (6) months, the next step will be termination.

Definitions

- Late Arrival/Tardy: Staff members are expected to report to their workplace, prepared to work at the start of the shift. Employees must personally notify their Manager or designee when they will be arriving late. Arrivals later than 5 minutes are reported as tardy.

- Early Departure: Leaving work before an employee's shift is scheduled to end. Employees must notify their Manager when they leave, prior to the end of their scheduled shift. If an employee leaves early without notifying their Manager, this will be considered a behavioral issue. Employees will be subject to corrective action, up to and including termination.

- Absence: Failure to appear for an employee's shift as scheduled.

- Proper Notification: An employee who is absent from work for any reason not previously approved must personally call their Manager or designee. Notification by a family member or to a co-worker is acceptable only in the case of an unexpected emergency or hospitalization. A voice mail, text message, email or any other methods will NOT be accepted as proper notification. A call must be placed for each day absent, unless directed otherwise. Additionally, for absences, two (2) hours advance notice must be provided prior to the start of the day shift and four (4) hours advance notice for evening shifts and night shifts. Should an employee fail to provide proper notification, this will be considered a behavioral issue. Employees will be subject to corrective action, up to and including termination.

- Timekeeping: All hourly employees are required to utilize the approved timekeeping method (agency laptop/tablet, or mobile application) to clock in at the beginning of their scheduled shift and clock out at the end of their scheduled shift. Failure to utilize the approved timekeeping method, without just cause, will result in disciplinary action. If staff miss a punch in/out, it is the employee's responsibility to report a missed punch, prior to the end of the pay period, utilizing the approved timekeeping method, and must record their real time

in/out. If staff make an error on a staff member's timecard, they must submit the error in writing to Human Resources and if there is missing pay, it will be reconciled on the next scheduled payroll; There will be no additional payroll run due to staff errors and managers will not be held responsible to correct employees' errors, as the managers only approve timecards as-is and do not alter employees' timecards.

- Absenteeism: Not being present at three (3) consecutive shifts or more may require a physician's statement of ability to return to work. On the fourth (4) day of absenteeism, the Manager must provide the employee with Leave of Absence paperwork, if eligible.

  In the event an employee is denied a request to be absent from work, and the employee takes the time off, this will be considered a behavioral issue and the employee will be subject to corrective action per Mid-Missouri Supported Living's policy. If this occurs, the employee may be required to provide official documentation supporting the urgent need to take off. Mid-Missouri Supported Living, LLC reserves the right to review the documentation for approval or disapproval.

- No-call/No-show: This is defined as failing to contact your Manager or contacting/arriving to work two (2) or more hours past the start of your scheduled time. One (1) incident of a no-call/no-show will result in termination. An exception to this process may occur due to an unexpected accident or hospitalization.

Employee Occurrence Chart

Accumulated Occurrence	Action
3	Verbal Counseling
5 (2 additional occurrences)	1st Written Counseling
6 (1 additional occurrence)	Final Written Counseling
7 (1 additional occurrence)	Recommendation of Termination

3 of late arrival/tardy = 1 occurrence
3 of early departure = 1 occurrence
3 of any combination of the 2 tardy/early departure = 1 occurrence
3 separate absences, even with proper notification and documentation = 1 occurrence

Probationary Employee Occurrence Chart

Accumulated Occurrence	Action
1	1st Written Counseling
2 (1 additional occurrence)	Final Written Counseling
3 (1 additional occurrence)	Recommendation of Termination

Weekend Employee Occurrence Chart

Accumulated Occurrence	Action
2	1st Written Counseling

4 (2 additional occurrences)	Final Written Counseling
5 (1 additional occurrence)	Recommendation of Termination

Additional Standards

- In the event of staffing emergency or crisis, it may be necessary for the Manager to do one (1) of the following:
    - Mandate overtime if there are no volunteers. Employees may be required to stay over for the next shift.
    - Post a revised schedule, which supersedes the original posted schedule, at which time all staff will be notified of the revision through e-mail, phone calls and clinic postings. All changes will be discussed with employees involved before they are posted.

  Failure to comply with mandated overtime will be considered a behavioral issue. Employees will be subject to corrective action up to and including termination.

- Employees who work when they are not scheduled will be subject to corrective action, up to and including termination.

- ETO requests must be submitted in writing to the Manager pursuant to the site's policy and/or practice. The Manager must respond with approval/denial in writing within fourteen (14) days of the employee's written request. If the Manager does not respond within this time frame, the ETO request is considered to be denied. Previously approved ETO requests may be denied due to operational needs and/or the employee not possessing enough accrued ETO time.

  Requests for ETO or trading shift assignments-after completion of the schedule, will require the employee to find his/her replacement. The replacement employee must have the same job title/position code and no overtime may be incurred. In order to make the changes to the schedule, a written agreement between the two (2) parties must be submitted to the Manager in advance, for approval.

  ETO requests will be addressed pursuant to the established practice at Mid-Missouri Supported Living.

- Once the schedule is posted, this becomes the official schedule. No employee is to make any changes to the master schedule.

Approved by: _____

Robert Palmer, RN, BSN, Owner MMSL