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PURPOSE

Every employee within Business & Finance plays an integral part in enabling the unit to achieve its organizational goals and in providing high quality, dependable, cost-effective service to the students, faculty, staff and visitors of The Ohio State University. In the workplace environment, an important component of job performance is consistent, on-time attendance. To assure the best possible service for our customers, it is a Business & Finance expectation that employees maintain a good attendance record and that supervisors provide coaching and assistance in supporting this expectation consistent with applicable state and federal law, university policy and bargaining unit agreements.

GUIDING PRINCIPLE

Regular and consistent attendance is considered an important performance standard of all employees. Managers and supervisors in Business & Finance will regularly review employee attendance records. It is a key responsibility of managers and supervisors to identify developing attendance problems and take appropriate remedial action.

DEFINITIONS

Exempt Staff: Staff who are not entitled to overtime pay or compensatory time off and are exempt from the provisions of the Fair Labor Standards Act (FLSA). Exempt staff members are not required to record time worked but must record time off through the submission of an Application for Leave form. Exempt employees are paid on a monthly basis.

Fair Labor Standards Act: The Fair Labor Standards Act (FLSA) establishes minimum wage, overtime pay, recordkeeping, and child labor standards affecting full-time and part-time workers in the private sector and in Federal, State, and local governments.

Late Call In: Not complying with proper call-in procedures for unplanned leave as determined by the work unit, and/or by the bargaining agreement.

No Call/No Show: Failing to report to work as scheduled and failing to call in prior to the end of one's scheduled shift.

Non-Exempt Staff: Staff who are entitled to overtime pay or compensatory time off per the FLSA. Non-Exempt staff members are required to record their time worked through the timekeeping system (WorkForce) and time off through the submission of an Application for Leave form. Non-exempt staff are paid on a bi-weekly basis.

Tardiness: Not being present and ready for work in the assigned work area as determined by the start time of the employee schedule. Any clock in time beyond three (3) minutes of the scheduled start time is recorded as a tardy.

Unplanned Leave: Any unexpected leave that results in the use of Sick Leave, Leave Without Pay, and/or Vacation in lieu of Sick Leave.

OVERALL EXPECTATIONS

General

Staff members are expected to work or use approved paid or unpaid leave each week to meet the hours associated with their FTE (full-time equivalent) i.e. a 100% FTE position is a full time, 40.0 hour per week position. Request for paid or unpaid leave must be submitted to the manager via an Application for Leave form.

Non-Exempt Staff Members: Staff members are expected to report to work at the beginning of their scheduled shift on time, and to leave and return from meals or breaks as scheduled. Staff members are expected to be working during the time they are scheduled.

Exempt Staff Members: Full-time exempt staff are expected to average at least 40 hours of work per week and may be required to work more than 40 hours per week to fulfill their position responsibilities. To fit the needs of the business, a standard work shift is not always possible. It is the responsibility of the exempt staff member to follow direction from management on the hours they should arrive for work to maintain regular and consistent attendance.

Documenting Time Worked - Non-Exempt Staff Members:

Non-exempt staff members have the primary responsibility to record time worked through the timekeeping system (WorkForce) and to follow set procedures to ensure compliance with the FLSA. This includes accurately tracking one's time through the timekeeping system, submitting appropriate Application for Leave forms and recording time adjustments on the **Time Clock Adjustment form**. Failure to do so may result in a delay in proper pay.

Clocking in/out is not to occur outside scheduled times unless the staff member has prior authorization from his/her supervisor.

Situations that cause an employee to fail to clock in or out, adjust the length of a scheduled lunch period and/or request compensatory time earned in lieu of overtime pay, require the employee's WorkForce timesheet be manually edited by a supervisor. In these situations an employee must complete, sign and date a Time Clock Adjustment form. The completed, signed form is to be submitted to one's supervisor.

Reporting Unplanned Leave:

Staff members are expected to comply with departmental/unit call-in requirements.

To provide adequate coverage, staff members are expected to call in prior to the start of their scheduled shift. Departmental/unit procedures may indicate a more specific notice period. Staff members are expected to call in to the appropriate contact name and phone number, as determined and communicated by department management and/or bargaining unit agreements. All employees are required to indicate the general reason for the absence at the time of call in and on the Application for Leave form. Documentation regarding the time off should be

submitted with the Application for Leave form. It is recommended that medical documentation be requested to validate absences of three consecutive scheduled days or longer.

Leave forms must be submitted to the supervisor no later than the day the employee returns to work. Staff are required to notify their supervisor each day of absence unless proper documentation has been submitted and approved in advance.

GUIDELINES

Unacceptable attendance and leave usage are subject to the university's corrective action policies.

Attendance Review:

Any of the situations listed below occurring within a rolling six (6) month period will result in an attendance review and staff members may be subject to appropriate corrective action up to and including termination. The Human Resource unit should be consulted when attendance review is necessary or unacceptable patterns of leave usage are identified. Excessive absenteeism is defined as:

1. Fifty (50) hours or more usage of sick leave, vacation in lieu of sick leave and/or leave without pay (excludes FML and bereavement leave).

Note: For CWA Bargaining Unit employees, prescheduled leave (in accordance with Article 40.8D of the CWA contract) shall not be included when determining an attendance review.

2. Ten (10) or more tardy occurrences. Any clock in time beyond three (3) minutes of the scheduled start time is recorded as a tardy. Employees need to be aware of unit policies which may be more restrictive.
3. No Call/No Show:
 - One (1) occurrence of failing to report to work as scheduled and failing to follow established call in procedures.
4. Time Clock Adjustment Forms
 - Eight (8) or more occurrences of Time Clock Adjustment Forms **for reasons of staff non-compliance** with expected clocking in/out procedures
5. Job Abandonment:
 - Three (3) consecutive, scheduled work days in a no-call, no-show status.
6. Other
 - Exhibiting a pattern exceeding acceptable attendance standards within the review period, such as:
 - ✓ Absences in conjunction with a holiday, a vacation day, bereavement, weekend or scheduled day off, unfavorable work assignments, and any combination thereof.
 - ✓ Utilizing sick leave as fast as it is accumulated.

Sick leave usage supported by medical documentation will be treated in the following manner:

1. Sporadic one or two day absences will be counted toward excessive absenteeism.
2. Three or more days absences will be counted toward excessive absenteeism if the medical documentation is dated at or near the end of the employee's illness.
3. Three or more days absence will not be counted toward excessive use of sick leave if the employee visits the doctor in the first one or two days of the illness provided the proper documentation is submitted.
4. For CWA bargaining unit members, doctor appointments that have been submitted on an Application for Leave form and approved at least 48 hours in advance for employees with a sick leave balance of at least 80.0 hours at the time of approval will not be counted toward excessive absenteeism. (See Article 40.8D of the OSU/CWA Agreement for additional information.)

Classified civil service, non-bargaining unit staff who have been counseled for attendance issues may have future requests for leave denied since approved time cannot be used in a subsequent corrective action step. Managers of unclassified staff may develop performance improvement plans when attendance exceeds the established limits.

MANAGING ATTENDANCE PROBLEMS

Problem-Solving and Support: Supervisors and union stewards (where applicable) should work together to coach employees who display unacceptable attendance patterns. Such patterns will be subject to informal coaching with the manager prior to moving into formal corrective action. The manager is to address the problem with the employee at the first available opportunity.

Referral: If the employee's reasons for absences or frequency of absences indicate the presence of a family medical leave condition, the manager should advise the employee of possible eligibility for Family and Medical Leave. To determine eligibility, the employee should be referred to the Human Resources office. Once approved for FML, all applicable time off work is to be documented as FML via the Application for Leave forms and is not subject to the corrective action process.

If the employee discloses problems of a personal nature, the supervisor (and union steward, if applicable) should refer the employee to the University Faculty and Staff Assistance Program and/or Human Resources office.

Employees may have mitigating circumstances that they want their supervisors and managers to consider before taking corrective action. Supervisors are encouraged to consult on these situations with the employee, Human Resources office and the union steward (if applicable).

RESPONSIBILITIES

Staff Member Responsibilities:

- Regular and timely attendance.
- Accurately record work and non-work time in order to ensure accuracy of payroll records.
- Awareness of department-specific procedures regarding start times, breaks, meal periods, and reporting an unplanned absence.
- Communicate with supervisor regarding time off needs.

Manager/Supervisor Responsibilities:

- Clearly communicate all department-specific procedures regarding start times, breaks, meal periods, and reporting unplanned absences to all staff members.
- Maintain accurate attendance records.
- Administer corrective action consistently.
- Counsel/coach staff members exhibiting poor attendance patterns.
- Accurately reflect attendance in the performance management process.

Human Resource Responsibilities

- Work with managers and staff members to effectively manage attendance.
- Provide training to managers.
- Communicate policy updates to staff members and managers.