Guest Services

Attendance & Punctuality Policy

The following Attendance & Punctuality Policy will be used to establish department specific guidelines for all Hospital Guest Services staff. This policy is a supplement to the following Human Resources Policies: Attendance and Punctuality Policy, HR-026; Sick Time Policy, HR-029.

**General Notification Protocol:**

In the event that a staff member is unable to report to work on time (Tardiness or Unscheduled Absence) or must leave work early for any reason, he or she must notify their Supervisor **or** if it’s a weekend, call the On-Call Leadership via the On-Call Pager, 615-317-0911, before that event occurs. In the unlikely event your Supervisor or On-Call Leadership is unreachable; the staff member must exhaust all communications to make contact with someone in leadership. Additional notification guidelines will be detailed below.

**Tardiness:**

* *Beginning of Shift*—A staff member is considered Tardy if he or she fails to report to work by the beginning of the assigned shift.
	+ For example, a staff member assigned to start a shift at 7:00am would be tardy if he or she clocked in at 7:01am or later.
	+ Staff members are permitted to clock in up to 5 minutes early at the beginning of an assigned shift. For example, 6:55 would be acceptable for a 7:00am shift start time.
* *End of Meal Break*—A staff member is considered Tardy if he or she fails to return to work within 5 minutes after a meal break.
	+ A staff member assigned to a 30 minute meal is considered Tardy if he or she does not return to work after 35 minutes.
	+ A staff member assigned to a 60 minute meal is considered Tardy if he or she does not return to work after 65 minutes.
	+ Meal breaks are assigned in either 30 or 60 minute periods and may not be shortened without Supervisor’s approval.
		- 10 hour shifts or longer are generally assigned 60 minute meal breaks.
		- Shifts under 10 hours are generally assigned 30 minute meal breaks.
		- Meal break times cannot be divided into multiple breaks or combined with paid breaks unless approved by Supervisor.

**Leaving Late:**

All staff members are required to notify the On-Call Leadership when leaving late or anticipate leaving late from their assigned position. A staff member is considered leaving late when he or she stays 4 or more minutes past the end of the assigned shift.

* For example, a staff member assigned to end a shift at 6:00pm would be leaving late if he or she clocked out at 6:04pm or later.

**Overtime:**

All overtime must be approved by Leadership. And as such, staff members are not permitted to alter meal times or shift times that result in overtime, without management approval.

**Meal Breaks: Unpaid**

All staff members must take assigned Meal Breaks. In the event that a staff member is unable to take an assigned meal break, he or she is required to notify their Supervisor. Every effort will be made to provide an opportunity for an uninterrupted Meal Break.

 Meal break Guidelines:

 O-5.9 hours-lunch break not required

 6hrs-9.9 hours-30 minute lunch

 10+ hrs- 1 hour lunch

Note: Clock in/out occurs at the two closest time clocks near your work location. Meals begin and end at the clock punches.

**Breaks: Paid**

A 5 minute paid break may be permitted twice a shift for personal time if work responsibilities allow.

**Unscheduled Absences:**

Unscheduled absences occur when a staff member is unable to work a scheduled shift in its entirety or as assigned, whether it is due to Sickness, Family Emergency, Inclement Weather or other unforeseen events. All unscheduled absences are unexcused and are considered occurrences. All unscheduled absences must be paid out according to Vanderbilt’s Paid Time Off policy with the exception of bereavement and special leave status circumstances.

* *Calling Out Sick*—A staff member who is unable to report to his or her assigned shift due to personal illness or a qualifying family member’s illness must notify their Supervisor a minimum of 2 hours prior to their shift but not more than 12 hours before their shift.
* *Leaving Early*—A staff member is considered leaving early when he or she is unable to finish his or her assigned shift due to Sickness, Family Emergency, or other unforeseen events. A staff member must contact the Supervisor, Manager, or On-Call Leadership (if a weekend) prior to leaving early. Leaving early is considered a tardy. Requests to leave early for Paid Time Off (PTO) time should be submitted and approved in accordance with the Leave Policy.

**Personal Emergency Time (PET):**

Personal Emergency Time may be requested and must be approved by the appropriate Supervisor.A personal emergency is an episode or incident that occurs after the leave request deadlines. Each employee will be allowed 5 excused PETs per year. (July 1-June 30). Requests must be made

**24 hours** prior to start of shift. (Example: start of shift 7:00am, request must be made 24 hours earlier on the previous day by 6:59am.) A PET may represent an absence, leaving early or coming in late to work.

(Examples: relative or close friend’s funeral, family unplanned activity, mechanical or electrical emergency)

**Personal Emergency Time (PET) Guidelines**:

1. All episodes subject to Supervisor’s approval.
2. An episode is defined as any leave from scheduled shift. (absence, tardy, or leaving early)
3. PET cannot be consecutive days .
4. Requests must be made 24 hours prior to start of shift.
5. Request must be entered in Vandyworks.
6. Accrual time is used to replace time off.
7. PET will not be granted during holiday weeks.

Note: All absences or tardies within 24 hours of shift apply to the guidelines of the Vanderbilt Attendance and Punctuality policy.

<http://hr.vanderbilt.edu/policies/attendance-punctuality.php>

Guest Services Leadership reserves the right to revise or eliminate department policies at any time.

All Unscheduled absences must be accounted for in Kronos to meet the scheduled FTE.

**Inclement Weather:**

Please refer to the VU weather policy Op 30-10.08

Non-exempt who do not report to work due to inclement weather (Orange Alert) are not Paid (no pay status) and PTO cannot be used.

Department Note: Tardies due to weather during an “Orange Alert” will not be counted as an attendance occurrence. Arrival to work must be deemed reasonable as it relates to the length of each shift.

**Yellow Alert:**

* Tardies count as ½ occurrence and PTO can be used to supplement time.
* Absences count as 1 occurrence and PTO can be used to supplement time.

**Orange Alert:**

* Tardies (within reason) do not count as an occurrence and PTO can be used to supplement time.
* Absences—NO PAY, 1 occurrence, and cannot use PTO.

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