**BRIGHTSEAT HEALTH CARE ATTENDANCE POLICY**

**CUSTOMER SERVICE DEPARTMENT**

Regular attendance and punctuality are essential for the smooth operation of this company. We want to establish uniform guidelines that will ensure a consistent and fair approach to solving attendance problems. Therefore, we have developed the following attendance policy.

A. Definitions

1) **Incident:** An incident is a term used to tabulate deviations from a perfect attendance record.

2) **Perfect attendance**: No absences or tardiness within any twelve (12) month period.

3) **Absence:** An absence from work is defined as the failure of any employee to report to work when scheduled.

This applies to any assignment, be it a regular shift, overtime work, work related meetings, lunch, etc. One day of absence will be considered one (1) incident. A second day of absence is considered a second incident, and so on. If, however, a physician releases the employee from work in writing, the entire time of absence is only counted as one (1) incident.

4**) Tardy:** Tardiness occurs when an employee is not present, and ready to begin working, at his/her workstation at their scheduled time. Tardiness also occurs when an employee leaves work prior to the end of their scheduled shift without prior approval.

5) **No Call/No Show:** Employees must report their absence each day; failure to do so is considered a no call/no show. Also, failure to report one’s absence at least one hour prior to the start of the scheduled shift will be regarded as a no call/no show which is considered grounds for termination of employment.

6) **Documentation:** A signed physician’s note is required for all doctor’s appointments.

(7**) FMLA Family Medical Leave Act:**  A signed FMLA packet is required by a treating physician for any ongoing medical treatment for all employees with chronic medical conditions or who are caretakers for family members with chronic or terminal illnesses.

Exception: Vacation, paid holidays, jury duty, paid funeral leave, job related injuries, lack of work, military leave, and lay-off will not count as incidents. Pre-approved time off request and pre-approved leaves of absence will not count as incidents.

Any employee who fails to call in and/or report to work for two (2) consecutive workdays is VOLUNTARILY terminating their employment.

B. Reporting Requirements: Employees must notify their supervisor at least(1) hour prior to the start of their scheduled shift if they are going to be absent or late.

C. Guidelines for Attendance Control: Based on the number of incidents in a twelve-month rolling period, an employee will be subject to disciplinary action under the following guidelines:

1) Two incidents in any 30-day calendar period result in a documented Friendly Reminder.

2) Three incidents in any 60-day calendar period result in a documented Verbal Warning.

3) Two additional incidents within the next 90-day calendar period, following the verbal warning, will result in a Written Warning.

4) Any additional (full) incidents within the next six months after the written warning will result of termination of employment.

EMPLOYEE SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MANAGER’S SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_