LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER  
- SHREVEPORT

EMPLOYEE TIME AND ATTENDANCE

Purpose:

A. To set forth guidelines regarding hours of work for LSUHSC-S employees.

B. To provide consistent guidelines for handling and monitoring employee time and attendance issues.

C. To provide guidelines for the requesting and granting of leave time.

D. To delineate employee call-in procedure for tardiness, illness, and/or other unscheduled absence, and provide for documentation of such.

Policy:

A. Hours of Work

1. Schedules
   Personnel shall be informed of the number of hours per week they are to work at the beginning of employment. This may vary, depending upon the specific area in which they are employed. Employees shall be informed of scheduled days of work and days off by the Manager/Supervisor designee. There are no guaranteed shift assignments or days off. The supervisor has the authority to revise work schedules, including shift and days off. All employees shall be expected to deviate from their working schedule when the need arises; which may include rotation of shifts and change of days off and overtime as needed.

2. Change of Shift Report
   All personnel shall report to duty on time and as scheduled, to receive the change-of-shift report and duty assignments.

3. Shift
   Hospital services hours of work for eight, ten, and twelve-hour shifts may vary within the hospital. However, it is expected that the shift shall begin on the hour or half-hour.

   Examples of 8 hour shifts are as follows:
   0700 to 1530  7-3 shift
   1500 to 2330  3-11 shift
   2300 to 0730  11-7 shift

   Examples of 10 hour shifts are as follows:
   0630 to 1700  0730 to 1800
Examples of 12 hour shifts are as follows:
0630 to 1900
1830 to 0700

4. Expectations
Employees are expected to be on their unit/floor/department available for work assignments during hours of work, except for assigned breaks, which are dictated by workflow. Visitations to hospitalized relatives/friends shall be limited to assigned breaks, provided visitation policies and schedules set by the hospital are followed.

5. Phone Calls
Employees shall not make or accept personal phone calls while on duty, except in true emergencies. Personal phone calls shall be limited to assigned break periods. Cellular phone use is limited to specific times and locations, for more information see Hospital Policy 7.16 Use of Cellular Phones.

6. Personal Business
Personal business shall not be transacted during work hours.

7. Visiting
Employees shall not have friends or relatives visiting the work area/unit. In addition, employees are not to be on the unit while off duty unless they have official business to conduct.

B. Time and Attendance
Each employee is accountable for his/her personal compliance with all aspects of the time and attendance policy. Deviations from this policy may result in disciplinary action up to and including termination.

Definitions:

Occurrence: Each continuous period of absence shall be counted as one occurrence regardless of the number of consecutive work days duration.

Tardy: Any incident in which the employee is not at their scheduled work station, ready for work at the beginning of the designated time/shift, shall be considered tardy. Three tardies during a pay period shall result in a letter of reprimand issued to the employee.

1. Reporting to Work

a. Hourly/Classified Employees
   1) Each employee shall be responsible for obtaining his/her scheduled work hours from his/her respective supervisor, manager or department director.
   2) Each employee shall be expected to be at his/her workstation and ready for work at his/her assigned time.
   3) The assigned telephone shall be used to clock in and out.
   4) Employees shall allow additional time for personal tasks, such as changing uniforms, getting coffee, getting materials to take report, etc., prior to the beginning of shift.
5) Each employee shall be responsible for time clocked in or out, timely arrival at their workstation, and appropriate readiness for work.

b. Salaried/Non-Classified Employees
These staff members shall be expected to report to work as scheduled, adhere to all scheduled requirements and demonstrate flexibility in their respective scheduling process.

2. Absence from Work

a. Scheduled Time Off

1) Any time planned by the employee to be away from their regularly scheduled time must be approved in advance by their supervisor, manager or department director and must be done in compliance with any departmental policies regarding scheduled time off. This shall include:
   • Vacation
   • Holidays
   • Educational Days
   • Scheduled sick leave occurrences
   • Jury Duty
   • Funeral Time, etc

2) All scheduled time shall comply with applicable Division specific time off policies. See the following Nursing Policies:
   S-46 Staffing Guidelines for Unit Managers, House Managers and Directors.
   S-48 NBO/Staffing Office Guidelines

b. Unscheduled Time Off

1) It is understood that an emergency may occasionally arise which prevents an employee’s prompt attendance at work. Such instances may include:
   • Personal illness,
   • Illness of a minor dependent, or
   • A death in the family

2) For these instances, the employee shall be responsible for contacting the Administrative House Manager or their department director or supervisor/nurse manager, no less than two hours prior to the beginning of the scheduled shift.

   Ambulatory Care and Professional Services employees shall comply with their department specific policies.

3) The employee must speak with the designated individual responsible for receiving call-ins.
   • Under no circumstances shall a message be left with the Switchboard operator or others regarding absence from work.
   • A reason for absence/tardiness must be given.
   • If FMLA is being utilized, the employee must state this at the time of calling in.
4) Once the unit/department schedule has been posted, any requests for time off must be scheduled by trading with a peer with Manager approval only. The traded shifts should not incur additional overtime unless approved by the Manager, Director, or Assistant Hospital Administrator.

c. Absenteeism

1) The employee is required to call in absences daily, unless a written or faxed physician statement, including the anticipated length of absence has been received by the Manager.

2) After an absence for a personal illness of three consecutive days, a physician’s excuse shall be due immediately upon return to work.

3) Absence without notification for three consecutive working days is assumed to constitute job abandonment – subject to disciplinary action up to and including termination.

4) Absences shall be monitored for each employee. The types of absence shall also be evaluated in order to distinguish any pattern, such as:
   - being absent before or after scheduled days off,
   - being absent before or after holidays, and/or
   - call in on scheduled weekends to work
   - call in when scheduled to work on a holiday

5) Pre-planned events, i.e. participation in your child’s special events, etc., if requested on the day of occurrence may result in leave without pay unless approved by the Manager. Otherwise it will be an unexcused absence. Pre-planned events should be requested as far in advance as possible.

6) Call-ins on a scheduled workday, such as a flat tire or a sick child, may or may not be coded as leave with pay, depending on the employee’s previous absence/tardy patterns. These decisions are made by the employee’s Manager and may also include input from the employee’s designated Director as to whether these occurrences are paid or not.

3. Disciplinary Action

a. Disciplinary Action Steps:
   1) Employee attendance record should be reviewed by the Manager at least every three months.

   2) Disciplinary action should be consistent and progressive starting with verbal counseling, then written counseling, then referral to Human Resources for disciplinary review.

   3) Verbal counseling shall occur when an employee incurs three or more incidences of attendance issues in three months or the employee shows a pattern of inappropriate
absences. These incidences can be any combination of time off/absences or tardy occurrences.

4) Written counseling shall occur as indicated below or may occur at the discretion of the employee’s Manager or Director. The employee shall be given a copy of the written counseling. The employee shall be advised that they may respond to the department about the counseling in writing and the written counseling/response may be used to support the severity of future discipline.

- An employee has three or more occurrences of unscheduled time off within a three month period or six or more occurrences of unscheduled time off within a six month period (Unscheduled absence will be defined as five hours or greater of employee scheduled shift for the day)
- An employee has one tardy in three consecutive pay periods and/or has three or more tardy occurrences within one pay period (Tardy will be defined as 1 minute or greater late for scheduled start of shift).

**Note:** If the employee performs with appropriate attendance for twelve months of time and then reverts back to issues of tardiness or absenteeism, the disciplinary process may begin again.

5) Human Resources referral, with recommended suspension and/or termination may occur for two or more written counselings within 6 months or at the discretion of the employee’s designated Manager or Director.

6) Unscheduled Absenteeism - An Advisement Letter may be issued to employees after a minimum of two unscheduled leave occurrences within a 6 month period. (reference Administrative Directive 2.8.12)

b. **For the purposes of disciplinary action, absences for the following reasons shall not be counted as an occurrence:**
   - Jury duty
   - Military leave
   - Authorized funeral leave
   - Approved absences designated as family and medical leave/ pregnancy discrimination act.
   - Coded sick leave occurrences

C. **LEAVE TIME (Requesting and Granting)**

Failure to comply with guidelines in this policy may result in unauthorized leave without pay and/or disciplinary action.

1. **Annual Leave**

   a. Annual Leave should be requested no later than the first day of the schedule already posted for the next posted schedule. Approval is at the discretion of the Manager / Supervisor.
b. An employee requesting Annual Leave shall submit a signed **Leave Slip** to the Supervisor or designee. The employee shall note on the **Leave Slip** the exact amount of Annual Leave Time requested including the first and last day of leave desired.

c. The leave time is **not** approved until the Manager/Supervisor or designee signs the Leave Slip. If the Manager/Supervisor is unable to grant leave time as requested, the employee may be informed and an alternate time may be planned. If the Manager/Supervisor approves the Leave Time, the employee shall be given a copy of the signed Leave Slip if requested. Another copy shall be placed on file by the Manager/Supervisor. The Manager/Supervisor may also choose to write the date and time the employee shall return to work on the leave slip.

2. Sick or Emergency Leave

   a. If an emergency or illness prevents an employee from reporting for duty as assigned, the employee shall provide as much advance notice as possible. **A minimum of two (2) hours is required.**

   b. The employee is responsible for notifying their Manager/supervisor as outlined in department specific policy each day of their absence; unless a physician statement with anticipated date of return is on file with the Manager. Should the employee fail to call in, all hours absent shall be charged as unauthorized leave without pay, and Disciplinary Action may result.

   For Inpatient Nursing:
   The call to the House Manager’s office is for notification only. Only the Unit Manager/Supervisor may grant approval for pay for an absence, regardless of the type of leave. For more information see **Administrative Directive 2.2.2 Sick Leave (Classified and Unclassified Employees).**

   c. When calling in the employee shall give their name, classification, assigned unit/department, reason for absence and date expected to return to work.

   For Inpatient Nursing:
   1) 0800 to 1630 Monday – Friday call 675-5149 or 675-5150.
   2) Evenings/Weekends/Holidays call 675-5150; if no answer call 675-5000 and have the operator put the call through to the Administrative House Manager.

   Ambulatory Care and Professional Services shall utilize department specific call in procedures.

   **The employee is required to call in absences daily,** unless a written physician statement, including the anticipated length of absence, has been received by the Manager.

   d. Annual Leave time may be granted for emergency situations. Employees shall submit a written request and justification to their immediate Manager/Supervisor as soon as they return to work. The Manager/Supervisor may grant or deny the request after considering the nature of the justification as well as the past attendance record of the employee.
e. When it becomes necessary to leave during a work day for any reason, all employees shall notify their Manager/designee.

The Unit Manager or Charge Nurse shall notify the Administrative House Manager’s office (inpatient nursing only).

Employees that leave campus must clock out when leaving and clock back in upon return to work. Approval for paid leave is handled by written request from the employee to the Manager.

f. If a supervisor feels he/she has identified a pattern of excessive use of sick leave, a physician’s certificate may be required at any time. Likewise, if the employee takes three consecutive days of sick leave, they are required to bring a physician’s certificate. The physician’s certificate is due immediately upon return to work. The physician’s certificate must indicate that the employee is or was under the medical doctor’s care, unable to work, and specify the number of days, which should be granted as sick leave. (Reference CS Rule 11.14)

g. Elective Surgery shall not be treated as an emergency. Request for approved sick leave for elective surgery should be requested in advance in the same manner as Annual Leave.

See Administrative Directive: 2.2.2 Sick Leave, for additional information or clarification of LSUHSC policy regarding Sick Leave.

3. Family Medical Leave

For information regarding Family Medical Leave, the Human Resources Department shall be contacted at extension #55634. See Administrative Directive 2.8.8 Family and Medical Leave Act of 1993.

4. Funeral Leave

a. Funeral Leave shall be granted without loss of pay or required use of annual leave or sick leave to attend funeral services of the immediate family only, as defined in Administrative Directive 2.2.3 Funeral Leave.

b. Funeral Leave must be requested. Maximum funeral leave granted shall not exceed two (2) working days.

The Manager/Supervisor or designee may request available proof of time and place of funeral before approving Funeral Leave. See Administrative Directive 2.2.3 Funeral Leave, for additional information or clarification of LSUHSC policy regarding Funeral Leave.

5. Educational Time
a. Classified and unclassified employees who are **mandated or required** to take certain educational courses in order to perform their work and/or up-grade their skills, shall report those hours as regular hours worked. Prior approval from their Manager shall be required.

b. Both classified and unclassified employees, who **choose** to take any educational offerings, whether they are provided on campus or off campus, may request special leave for those hours attended. These include classes or courses required for licensure or certification. Special leave is paid at base rate and is approved at the discretion of the Unit Manager.

### D. CALL-INS

**For inpatient nursing:**

The Administrative House Manager/Designee shall notify the respective nursing unit of call-ins giving the employee’s name, classification, assigned shift, and general reason for call-in (i.e., illness).

The **Call-In Book** shall be maintained in the Administrative House Managers Office and shall contain the following information:

a. Name and classification of employee calling-in.
b. Date and time of call-in.
c. Unit and scheduled shift assigned to work.
d. Reason given for absence or tardiness.
e. Name and classification of unit staff notified of call-in.
f. Initials of Administrative House Manager/Designee who notifies unit of call-in.

Staffing Office personnel/Administrative House Managers shall enter any unscheduled employee absence/tardiness and the reason for call-in into the computerized system for staffing/scheduling (ANSOS).

**All other services:** employees shall comply with department specific call in procedures.

1. **After four (4) instances or occurrences of calling in to request – unscheduled annual or sick leave in a calendar year, the following is required:**

   a. For sick leave, a written physician’s statement with an original signature (no preprinted and no photocopies accepted) shall be required when an employee calls in for personal illness.

   b. The written physician’s statement and a completed application for leave are due immediately upon return to work.

   c. Employees who have used excessive hours of sick leave in a calendar year may be subject to having the merit increase held.

   d. If an employee uses an LSUHSC-S physician, the employee must be signed in and seen in the appropriate clinic. Failure to submit proper documentation for absences occurring on any of the above days shall result in the employee receiving leave without pay.
2. An employee who calls in on a holiday for which they are scheduled to work shall have a documented warning if they fail to provide the manager with the required documentation.

3. An employee with poor attendance, defined as greater than three (3) occurrences of unauthorized leave without pay (LWOP) per calendar year, may not receive a merit increase for a minimum of six months. If attendance does not improve, the merit increase may be held another six months and further disciplinary action may be taken.

4. An employee who has called in may not work overtime in the current pay period or the next pay period if the call results in unauthorized LWOP. The employee who has called in is responsible for canceling any scheduled overtime they have agreed to work in the current or next pay periods. Disciplinary action for insubordination will be taken if the employee is found to be doing overtime in any department on campus during this time. (In case of emergency, and only at the discretion of the Director, an employee may be assigned to do overtime). In the case of closed units, emergency overtime may be approved by the Manager.

5. The employee who calls in on a weekend shall be scheduled to work another weekend and/or another shift by the Manager; for inpatient nursing, this assignment may be working anywhere in the Patient Care Services Division as the need arises. If possible the “make-up” weekend shall be scheduled in one of the next two (2) posted schedules or at the Manager’s discretion based on staffing needs.

6. An employee who comes to work and becomes ill and leaves without the consent of the Manager or Administrative House Manager, shall require a proper physician’s statement to receive sick leave for hours of work missed. Leaving during scheduled work time without approval may result in disciplinary action.

7. Failure to follow the call-in policy (i.e., not calling the Manager, not calling in a timely manner, etc.) shall result in unauthorized LWOP. Circumstances which preclude the employee from following policy may be submitted in writing for review and approval of the appropriate Assistant Hospital Administrator.

\[Signature\]

Administrator

11/21/12

Date

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