

# CARENET®

Healthcare Services

## People Services Policy and Procedure

<b>Policy name:</b> Absenteeism and Punctuality – Operations Positions	<b>Departments:</b> Clinical and Member Services <b>Original Effective Date:</b> 12/26/2007 <b>Annual Review Month:</b> June <b>Policy number:</b> PS12
<b>Reference(s):</b> (as applicable)  <b>Cross-Reference</b> Holiday Policy – Operation Positions PTO Policy for Non-Exempt Team Members Attendance and Scheduling Guidelines	<b>Approval Authority:</b> Vice President, People Services or President

**GOAL:** Carenet's primary focus is to serve our customers and their members, employees, or patients. The success of our business depends on the contributions of each Production Team Member and that's why regular and dependable attendance is an essential function of your job. Work schedules are designed to ensure Carenet can meet the demands of the business. Those who are not at work when scheduled place an unfair burden on others in the workplace. Therefore, the highest levels of attendance and punctuality are critical.

**POLICY:** Team Members (TM's) are expected to report to work as scheduled, on time and prepared to start working. Team Members must report their absence within 30 minutes of start of their shift or as soon as possible. Team Members who are frequently absent, take excessive breaks, arrive late or leave early without advance notice and approval from their manager have not fulfilled an essential function of the job. Certain departments may have blackout days required due to high volume.

This policy applies to Production/Operations Team Members. Team Members with excessive absenteeism may be subject to disciplinary action up to and including termination of employment. Unsatisfactory attendance may also affect a Team Member's performance evaluation and opportunities for promotion, transfer to new schedules, salary increases and bonuses.

Team Members in production/operation roles are required to review and refer to the requirements of *Carenet's Attendance and Scheduling Guidelines*. These guidelines provide each Team Member with the requirements for working scheduled shifts.

No Call No Show – Team Members not reporting to work as scheduled and not calling to report the absence is a no call/no show. Each instance of missing a day of work is considered a separate offense. Management may consider extenuating circumstances when determining discipline for a no call/no show (for instance, if the employee is in a serious accident and is hospitalized) and has the right to exercise discretion in such cases.

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PROCEDURE	Responsible Party								
<p>1. <b><u>Planned and Unplanned Absences</u></b></p> <p>Carenet provides Paid Time Off (PTO) to cover various types of absences including (but not limited to): vacation, illness and personal business. Team Members (TM's) are expected to schedule planned absence.</p> <p>Planned PTO requests greater than 3 scheduled shifts must be submitted 4 weeks ahead of planned time off. Requests submitted are not guaranteed for approval – staffing considerations will be evaluated by appropriate Management and/or Work Force team.</p> <p>Operations/Production TMs should refer to the Attendance and Scheduling Guidelines for further details regarding submissions of PTO.</p>	<p>All Operations Team Members</p>								
<p>2. <b><u>Attendance Expectations</u></b></p> <p><b><u>Team Members must notify WFM or manager for any unplanned absence, tardy or early out within 30 minutes of scheduled shift or prior to leaving early.</u></b></p> <p>Carenet recognizes occasional and unplanned missed workdays may occur. A minimum monthly expectation of 95% attendance to scheduled hours is required. Deviations from this requirement will be tracked in a rolling 90 day period, if not met, counseling up to and including possible termination of employment will occur. Further details regarding progression of counseling can be found in the Attendance and Scheduling Guidelines document.</p> <p>Initial deviation from the required 95% attendance to scheduled hours may result in the following:</p> <table border="1" data-bbox="256 1312 1312 1837"> <tbody> <tr> <td data-bbox="256 1312 381 1451">85% - 90.00%</td> <td data-bbox="381 1312 1312 1451"><b>Verbal Warning</b> – A formal, documented discussion with the employee to review attendance expectations, employee's attendance history and outlining the Disciplinary Process of continued unplanned absences.</td> </tr> <tr> <td data-bbox="256 1451 381 1589">75% - 84%</td> <td data-bbox="381 1451 1312 1589"><b>Written Warning</b> – A formal written counseling statement documenting the attendance issue, setting attendance expectations and warning that attendance must improve.</td> </tr> <tr> <td data-bbox="256 1589 381 1728">61%- 74%</td> <td data-bbox="381 1589 1312 1728"><b>Final Warning</b> – A formal written counseling statement documenting the attendance issue and final warning that attendance must improve or employee may be subject to employment termination.</td> </tr> <tr> <td data-bbox="256 1728 381 1837">Below 60%</td> <td data-bbox="381 1728 1312 1837"><b>Termination Consideration</b> – If employee is unable to resolve attendance issues, termination of employment is considered.</td> </tr> </tbody> </table>	85% - 90.00%	<b>Verbal Warning</b> – A formal, documented discussion with the employee to review attendance expectations, employee's attendance history and outlining the Disciplinary Process of continued unplanned absences.	75% - 84%	<b>Written Warning</b> – A formal written counseling statement documenting the attendance issue, setting attendance expectations and warning that attendance must improve.	61%- 74%	<b>Final Warning</b> – A formal written counseling statement documenting the attendance issue and final warning that attendance must improve or employee may be subject to employment termination.	Below 60%	<b>Termination Consideration</b> – If employee is unable to resolve attendance issues, termination of employment is considered.	<p>All Operations Team Members</p>
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<p>3. <b><u>Absenteeism Patterns and Trends</u></b></p> <p>Team Members demonstrating chronic problem with absenteeism or lateness will be counseled up to and including possible termination of employment.</p>	<p>All Operations Team Members</p>								

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	<p>Examples if chronic problems include, but are not limited to, unscheduled absences that seem to occur:</p> <ul style="list-style-type: none"> <li>✓ The day before and/or after scheduled “weekend” or regular day off</li> <li>✓ A particular day of the week or month (such as every Monday or every Friday)</li> <li>✓ The day before and/or after a holiday</li> <li>✓ The day before and/or after scheduled PTO</li> <li>✓ On department blackout days</li> <li>✓ Any time, causing the Team Member to consistently work less than 16hrs of production in a pay week</li> </ul> <p>See the appropriate Holiday policy to review how absenteeism affects holiday pay for Non-Exempt Team Members.</p>	
4.	<p><b><u>Absences During Initial New Hire Training</u></b></p> <p>Due to the amount of content covered during new hire training, any new Team Member who misses an equivalent of one day of training or more could be released from training. This is dependent on the needs of the department and impact the absence has to the success of onboarding a new Team Member.</p> <p>Team Members in production/operations roles will be released from the training class and may be considered for a future class.</p>	All Operations Team Members
5.	<p><b><u>No Call No Show (NCNS)</u></b></p> <p>Team Members are responsible for contacting the appropriate manager and reporting their absence by the start of their shift / scheduled work day or as soon as possible. Team Members are responsible for notifying Carenet of any situation that may otherwise result in a No Call No Show.</p> <p>An absence from work is deemed as a No Call No Show (NCNS) when a Team Member fails to report to work for <i>any scheduled shift or work day</i> and does not report the absence to the appropriate manager.</p> <p>The Manager will attempt contact with the Team Member each day the Team Member is absent without notice and prior to processing any disciplinary action. If the Team Member is unresponsive to the Manager’s attempt to contact them, disciplinary actions shall be implemented as follows:</p> <ul style="list-style-type: none"> <li>• First instance of NCNS will result in a Final Warning disciplinary action.</li> <li>• Second instance of NCNS may result in Termination of employment.</li> </ul> <p>Voluntary Resignation: Team Members failing to report to work for three consecutive scheduled shifts or work days may be considered job abandonment and have voluntarily resigned their position with Carenet.</p>	All Operations Team Members
6.	<p><b><u>Disciplinary Guidelines</u></b></p> <p>Management guidelines for absence-related disciplinary action will typically follow a progression of counseling to include a Verbal Warning, Written</p>	Management

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Warning, Final Warning and Consideration for Termination. Disciplinary action may be accelerated due to other unsatisfactory aspects of the Team Member's job performance. Operations/Production TMs will follow this if absence cannot be appropriately addressed through the Attendance and Scheduling Guidelines.	
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<b>Revision History</b>				
<b>Revision No.</b>	<b>Revision Effective Date</b>	<b>Summary of Changes</b>	<b>Approving Authority</b>	<b>Date Approved</b>
10	06/04/2020	Separated Operations and corporate staff policies, updates to attendance expectations and various other changes	President	06/04/2020
9	01/01/2019	Program revisions	VP, PS	01/24/2019
8	06/02/2016	Policy Template Change; replaced term "employee" with "Team Member"; Removed Policy Author;	CFO	06/02/2016