

Attendance Policy

Facility Operations and Planning

Accommodation Statement

It is the intent of the University to comply with all applicable federal, state, and local laws as amended, including but not limited to: the Family Medical Leave Act (FMLA) of 1993, the Americans with Disabilities Act (ADA) of 1990, and Section 504 of the Rehabilitation Act of 1973. Employees who believe that they may require and qualify for attendance flexibility and/or excused absences under the FMLA, ADA/504, or any other accommodation are invited to communicate their needs to Human Resources. Such requests for an exception to this attendance policy will be evaluated on an individual, case-by-case basis and may require the employee to provide Human Resources with supporting documentation.

Policy Statement and Expectations

- Facility Operations and Planning (FOP) employees provide important and valuable services to the University of Southern Indiana (USI)
- FOP desires to maintain excellent customer service to USI customers

Policy Statement and Expectations

- In support of this goal, FOP employees are expected to:
 - Arrive at work on time; remain at work until shift ends
 - Respect break and meal times
 - Ensure there is sufficient leave available before requesting absences
 - Plan, request, and receive approval for scheduled absences in advance
 - Avoid excessive unscheduled absences, pattern absences, and tardies
 - Follow proper call-in procedures to report absences and tardies
 - Report time accurately on timesheets
 - Essential personnel have unique responsibilities

Definitions

- **Absence:** time away from work for any reason
- **Blackout period:** certain days designated by Facility Operations & Planning (FOP) leadership as critical times when employees are expected to be in attendance
- **No Call / No Show:** an absence in which an employee does not call in to report an absence, and/or does not show up within 1 hour of the scheduled start time
- **Occurrence:** an unscheduled absence, tardy, or failure to report to work

Definitions

- **Pattern Absences:** repeated and predictable absences that indicate a misuse or abuse of time. Examples might include:
 - Calling in sick on Fridays or Mondays, or the day before or after a holiday
 - Calling in sick when scheduled to work on weekends, holidays, overtime, or during blackout or other critical periods
 - Using sick leave as soon as it is accrued
 - Requesting a vacation day, having the request denied, and then calling in sick that same day
- **Personal Emergency:** an unscheduled absence that is unforeseen, requires immediate action, and is beyond the employee's control

Definitions

- **Scheduled Absence:** planned absence for which required advance notice is provided and approval is received prior to the absence occurring.
- **Tardy:** failure to report for work at the assigned/scheduled time and place, or failure to return from breaks and meal periods on time. Tardy is defined as arriving any time after the scheduled shift start time, up to one hour late
- **Unscheduled Absence:** an absence for which an employee did not obtain the required approval prior to the absence occurring. Absences on consecutive workdays for the same reason will count as one occurrence under this policy.

Requesting a Scheduled Absence

Amount of Time Requesting Off	Notice Required
One (1) day or less	One (1) working day prior
Two (2) to three (3) days off	Two (2) working days prior to the first requested day off
Four (4) to five (5) days off	One (1) week prior to the first requested day off
More than five (5) days	Two (2) weeks prior to the first requested day off

Exception: any employee scheduled to work in the Control Room or on a weekend must submit a request for a scheduled absence and receive approval for the requested absence at least 5 working days prior to the first day requested off.

Requesting a Scheduled Absence

- Requests to use vacation, comp time, or scheduled sick leave (for a medical or dentist appointment) may be submitted via a paper slip or email to the supervisor with the following information:
 - Name
 - Date of request
 - Date(s) or amount of time requested off
 - Type of leave requesting
 - In some situations, an employee may be expected to have Director approval and/or find someone to cover for them (example: Control Room)
- Supervisors are expected to approve or deny requests within 24 hours

Requesting a Scheduled Absence

**Facility Operations and Planning
Absence Request Form**

Date: _____

Employee Name: _____

Request for Scheduled Absence

<input type="checkbox"/> Vacation	<input type="checkbox"/> Sick (Self)
<input type="checkbox"/> Comp Time	<input type="checkbox"/> Sick (Family)
<input type="checkbox"/> Other (explain below)	<input type="checkbox"/> Accommodation-related absence

Date(s) requesting: _____

Notes:

Completed by: _____ **Date:** _____

FOR SUPERVISOR/LEAD USE:
Please review and approve or deny this request, and notify employee within 24 hours.

Approved?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Notes:

Supervisor: _____ **Date:** _____

Call-in: how it works

- Call the attendance line: **812-464-1766**
- Listen to the options
 1. Campus Maintenance
 2. Housing Maintenance
 3. HVAC
 4. Custodial
 5. Grounds
 6. Distribution Services
 7. Storeroom
 8. All other departments

Call-in: how it works

- Select the option for your department
- Leave your message
- Supervisors/Leads will:
 - Check the messages
 - Document any unscheduled absences or tardies
 - Track occurrences

Call-in: what to say

- Name
- Reason for absence
 - Sick (must mention if it is FMLA)
 - Family Sick (must mention if it is FMLA)
 - Other (provide specific reason; must mention if it is related to an approved accommodation)
- Expected date of return
- Any urgent items the supervisor or department should be aware of
- Number where you can be reached

Call-in: what to say

This is Sally. I am taking an FMLA sick day today. I expect to be back at work tomorrow. If you need anything, call me at 812-123-4567.

This is Sally. I woke up sick and need to stay home. I'm supposed to be at leadership training today; will you please let them know I won't be there? Call me at 812-123-4567 if you need anything. I'll try to be back tomorrow, but will keep you posted.

This is Sally. My child is sick and has to stay home from school, so I am going to use family sick leave today. I hope to be back tomorrow. Call me at 812-123-4567 if you need something.

Call-in: documentation

- Supervisors and/or Leads will track unscheduled absences and tardies

Call-in Documentation

Date: _____

Name: _____

Time: _____

Unscheduled Absence

<input type="checkbox"/> Sick	<input type="checkbox"/> FMLA – Self
<input type="checkbox"/> Family Sick	<input type="checkbox"/> FMLA – Family
<input type="checkbox"/> No Call / No Show	<input type="checkbox"/> Accommodation-related absence
<input type="checkbox"/> Other (explain below)	

Tardy Time arrived: _____

Notes: _____

Occurrences: _____

Completed by: _____

Occurrences

- Each time an employee has an unscheduled absence, is tardy, or fails to report to work, the employee will accrue **one (1) occurrence**
- Four (4) or more occurrences in a quarter is considered excessive
- Occurrences will be tracked on a quarterly basis
 - Quarter 1: January, February, March
 - Quarter 2: April, May, June
 - Quarter 3: July, August, September
 - Quarter 4: October, November, December
- An absence that spans multiple days for the same reason will be counted as one (1) occurrence
 - Example: you have the flu and miss 3 days of work. The 3 absences will count as 1 occurrence.

Occurrences

- No occurrences will be recorded for scheduled, pre-approved absences OR protected leave
 - Vacation requested and approved in advance
 - Sick leave requested and approved in advance (e.g., medical/dentist appt.)
 - FMLA absences
 - Absences related to an approved accommodation
 - Occupational illness or injury (workers' compensation)
 - Military leave
 - Bereavement leave
 - Jury duty

Occurrences

Occurrence	Discipline Step and Action
4 occurrences in a quarter	Step 1: Verbal Counseling
6 occurrences in a quarter	Step 2: Written Warning
8 occurrences in a quarter	Step 3: Last and Final Warning
10 occurrences in a quarter	Step 4: Recommend Termination

Once an employee has accrued four (4) occurrences within one quarter, the supervisor will notify the Assistant Director of FOP and HR

Occurrences

- If an employee has been previously disciplined under the University's Progressive Discipline Policy for any reason, the totality of the circumstances will be assessed when determining further action

Example: employee has a Written Warning on file for Unprofessional Behavior and then accrues 6 attendance occurrences within one quarter.

Occurrences: Example 1

- Attendance-related discipline will remain on an employee's record for 12 months and will drop a level 12 months after the last action

Quarter	Occurrence	Action
January, February, March 2018	4 occurrences	Verbal Counseling after 4th
April, May, June 2018	3 occurrences	None <i>Supervisor will still address issue and communicate attendance expectations.</i>
July, August, September 2018	1 occurrence	None
October, November December 2018	4 occurrences	Written Warning
January, February, March 2019	None	None
April, May, June 2019	4 occurrences	Last and Final Warning

Occurrences: Example 1 – Pattern Absence?

- Pattern absences may include calling in on a Friday or Monday, or the day before or after a holiday

April 2018							4
S	M	T	W	Th	F	Sa	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30						

May 2018							5
S	M	T	W	Th	F	Sa	
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30	31			

June 2018							6
S	M	T	W	Th	F	Sa	
					1	2	
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	

Occurrences: Example 2

Quarter	Occurrence	Action
January, February, March 2018	7 occurrences	Verbal Counseling after 4 th Written Warning after 6 th
April, May, June 2018	None	None
July, August, September 2018	None	None
October, November, December 2018	2 occurrences	None
January, February, March 2019	2 occurrences	None
April, May, June 2019	None	None
July, August, September 2019	5 occurrences	Written Warning after 4 th <i>It has been more than 12 months since the last action, so we drop a level</i>

Occurrences: Example 3

Quarter	Occurrence	Action
January, February, March 2018	2 occurrences	None
April, May, June 2018	3 occurrences	None
July, August, September 2018	2 occurrences	None
October, November, December 2018	6 occurrences	Verbal Counseling after 4 th Written Warning after 6 th
January, February, March 2019	3 occurrences	None
April, May, June 2019	3 occurrences	None
July, August, September 2019	4 occurrences	Last and Final Warning
October, November, December 2019	None	None
January, February, March 2020	3 occurrences	None
April, May, June 2020	4 occurrences	Recommend Termination

Occurrences: Example 4

Quarter	Occurrence	Action
January, February, March 2018	2 occurrences	None
April, May, June 2018	3 occurrences	None
July, August, September 2018	4 occurrences	Verbal Counseling
October, November, December 2018	6 occurrences	Written Warning after 4 th Last and Final Warning after 6 th
January, February, March 2019	3 occurrences	None
April, May, June 2019	3 occurrences	None
July, August, September 2019	2 occurrences	None
October, November, December 2019	4 occurrences	Recommend Termination

New Hires

- An FOP employee that accrues two (2) occurrences within the 45- or 90-day Introductory Period will be issued a Written Warning
- If more than 2 occurrences are accrued in the Introductory Period, termination of employment may be recommended.
- If an Introductory Period is extended beyond the initial 45 or 90 days, the same guidelines apply.

Occurrences: New Hire Example 1

Quarter	Occurrence	Action
January, February, March 2018	2 occurrences	Written Warning after 2 nd
April, May, June 2018	3 occurrences	None
July, August, September 2018	2 occurrences	None
October, November December 2018	6 occurrences	Last and Final Warning after 4 th Recommend termination after 6 th

Occurrences: New Hire Example 2

Quarter	Occurrence	Action
January, February, March 2018	2 occurrences	Written Warning after 2 nd
April, May, June 2018	3 occurrences	None
July, August, September 2018	2 occurrences	None
October, November December 2018	2 occurrences	None
January, February, March 2019	2 occurrences	None
April, May, June 2019	4 occurrences	Written Warning

No Call / No Show

- Per University policy, an employee who fails to call in and report to work as scheduled for **three consecutive workdays** will be viewed as having abandoned their position and employment will be terminated.
- FOP defines a no call / no show as an incident in which an employee does not call in to report an absence and/or does not show up within **one hour** of his/her scheduled start time
- No call / no show incidents are subject to discipline

No Call / No Show	Discipline Step
1 st no call / no show	Written Warning
2 nd no call / no show	Last and Final Warning
3 rd no call / no show	Recommend Termination

Making Up Missed Time

- An employee that is tardy or has an unscheduled absence will not be allowed to make up the missed time during the work week in which the occurrence occurred
- Exception: an employee with a **pre-approved** (scheduled) medical or dentist appointment may request to make up a maximum of **two (2) hours** of worktime
 - Request must be approved in advance by supervisor
 - There must be available work that the employee can perform
 - The made-up time must fall within the same work week as the appointment

Timesheet: Reporting a Tardy

- Employee is scheduled to work 7:00 a.m. to 3:00 p.m.
 - Arrives between 7:01 a.m. and 7:07 a.m.
 - Tardy is documented and employee is issued one (1) occurrence
 - Arrives between 7:08 a.m. and 7:15 a.m.
 - Tardy is documented and employee is issued one (1) occurrence
 - Time is reported to the nearest quarter hour. Employee must use .25 hours of vacation leave to cover the 7:00-7:15 a.m. period

Absences with No Available Leave

- If an employee does not have any available leave or comp time to cover an entire absence, he/she will fall into unpaid leave status and will be subject to disciplinary action
- Each incident of unpaid leave that is not protected under any law or University policy will accrue **four (4) occurrences**
- If an employee has a need for unpaid leave, it must be approved in advance per University policy.
 - Example: new hires who have pre-planned vacations; approved Personal Leave of Absence (PLOA)

Low Leave Balance Warning

- Employees that have less than 22.5 accrued vacation OR sick hours receive an automatic email from Payroll

This email is being sent as a courtesy notification to all employees who have less than 22.5 accrued vacation hours and has been auto-generated by the Banner payroll system.

According to the Banner payroll records, you have accrued 18.59 vacation hours as of 08/25/2017. It is the responsibility of each employee to keep track of time available and employees are encouraged to check myUSI after each pay period for up-to-date leave balances.

Accumulated vacation hours are required to cover an absence. Please be mindful, a corrective action conversation could take place should accumulated leave time not cover an absence.

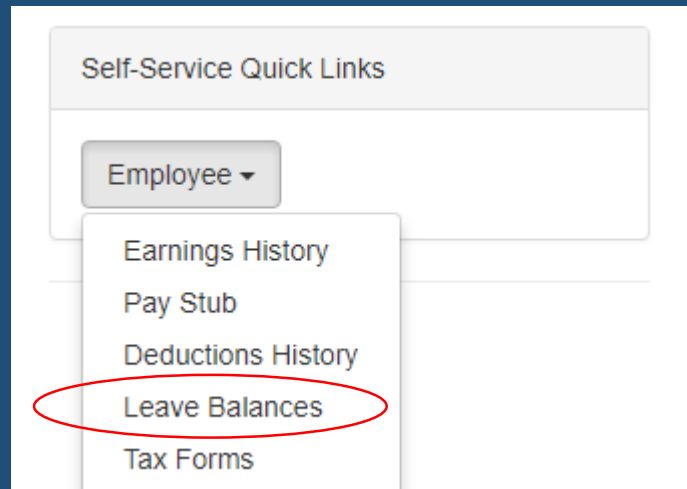
If you feel this information is incorrect, please check your myUSI balances and/or follow up with DeLana Fleenor at email dafleenor@usi.edu or phone 812-465-7195.

Checking Leave Balances

- Employees are responsible for knowing their leave balances and ensuring they have available leave to cover absences
- Leave balances can be checked via:
 - myUSI
 - Pay stubs

Checking Leave Balances: myUSI

- Go to www.usi.edu and click myUSI
- Log into myUSI using your logon credentials
- Go to Self-Service Quick Links and select Employee > Leave Balances



List of Leave Types

TYPE of Leave	Hours or Days	Available Balance as of Nov 06, 2017
Parental Leave	Hours	.00
Sick	Hours	42.39
Vacation	Hours	49.28

Checking Leave Balances: Pay Stub

- Open your Payroll Direct Deposit Advice
- Your leave balances are printed in the bottom left hand corner

Leave Balances	Vacation	Sick
	49.28 H	42.39 H

Overtime

- An occurrence will be given if a FOP employee:
 - Fails to show for scheduled overtime
 - Leaves early without approval from scheduled overtime

Blackout Periods

- Requests for scheduled absences will not be permitted or authorized during blackout periods
 - A written request for an exception of an extremely rare, extenuating circumstance may be submitted
 - Exceptions are subject to review and approval of the Assistant Director of FOP in collaboration with the Supervisor
- Other absences that occur during blackout periods may be subject to verification
- Blackout periods are subject to change. Blackout periods may be added or deleted. As much notification as possible will be provided.

Blackout Periods

Department	Blackout Periods
Custodial (all shifts)	<ul style="list-style-type: none"> • Week of Fall and Spring Commencement • Week after Fall and Spring Commencement • First week of Fall and Spring semesters
Distribution Services	<ul style="list-style-type: none"> • First 5 days of classes (Fall and Spring semesters)
Grounds	<ul style="list-style-type: none"> • Week of Spring Commencement • Week of Move-In and Week of Move-Out • Spring Spruce-up Day
Housing Maintenance	<ul style="list-style-type: none"> • Spring Blitz (first week of May) • Weekend before Move-In, Week of Move-In Week, and Weekend after Move-In
HVAC	<ul style="list-style-type: none"> • Week of Move-In (Fall and Spring semesters) • Those scheduled in Control Room may have separate blackout periods (e.g., holidays)
Maintenance	<ul style="list-style-type: none"> • Week of Move-In (Fall and Spring semesters)
New Harmony	<ul style="list-style-type: none"> • Heritage Artisans Day event (3rd full week of April – Wednesday to Friday) <ul style="list-style-type: none"> • Maintenance staff required the week before the event and first 2 days prior to the event • Custodial staff required the 3 days of the event, and the Saturday after the event
Storeroom	<ul style="list-style-type: none"> • Inventory (2 days) • Weekend coverage (1 employee) required during Move-In

Minimum Staffing

- FOP departments must operate with minimum staffing levels in order to provide important and critical services
- In general, **2/3** of a department's total staff constitutes minimum staffing and a Lead or Supervisor should be present
- If several employees request the same day off, the supervisor reserves the right to determine which request(s) will be approved or denied. Criteria may include:
 - Which request was submitted first
 - Whether the department will have minimum staffing numbers
 - Whether the employee followed the notice guidelines outlined in this policy

Essential Personnel

- USI defines essential personnel as those vital to the operation of the facility, whose absence from duty could endanger the safety and well-being of the campus population and/or physical plant
- A position's designation as essential is communicated during the hiring process and documented in job descriptions
- Essential personnel receive an annual e-mail reminder on or around December 1

Essential Personnel

- The annual reminder regarding essential Facility Operations and Planning employees was sent to Supervisors and Leads on 11/28/17

This is the yearly reminder regarding essential Physical Plant employees.

Supervisors and Leads, please forward this email to all of your staff and please post this note in the appropriate areas so all of our folks are aware if they are to report to work or not during University closings.

When the University is closed due to inclement weather or another emergency incident all essential Facilities employees are to report to work. The essential employees of the Facilities Department are:

Campus Maintenance staff, Supervisor, and Leads
New Harmony Maintenance staff and Leads,
Housing Maintenance staff and Leads
HVAC Operators staff, Supervisor, and Lead
Grounds Maintenance staff, Supervisor, and Leads
Motor Vehicle Fleet Supervisor
Property Manager/Service Coordinator

Each essential employee is to follow their supervisor's direction for appropriate work start and end times during the University closings.

Thanks, Miles.

Essential Personnel

- Supervisors will notify essential personnel if they need to report to work
 - If inclement weather is forecast throughout the night, staff may be notified before they leave work what time they are expected to report in the morning
 - Supervisors will need to call or text employees to ensure they know to come in
 - Ensure your supervisor has updated contact information
 - Employees must answer calls/texts or return them in a reasonable timeframe
- Essential personnel will be subject to disciplinary action if they fail to report to work or leave work early without approval

Holidays

- FOP employees must request AND receive approval for a scheduled absence before and/or after an USI holiday at least **two (2)** working days prior to the holiday
- Documentation may be required to excuse an absence the day before, the day of, or the day after a holiday
- Per University policy, if an employee is in unpaid leave status the day before or after a paid holiday, they are ineligible for holiday pay

Leadership Discretion

- The Assistant Director of FOP and HR will evaluate extraordinary circumstances and determine if an incident will count as an occurrence
- Any exceptions approved by the Assistant Director or Director will still be documented

Questions?