THE EYE INSTITUTE FOR MEDICINE & SURGERY

ATTENDANCE POLICY 09/28/2015

**Objective**

The Eye Institute for Medicine & Surgery is a service company; it provides important and valuable medical services to people. To accomplish this mission, it is imperative that every employee be present when scheduled to fulfill customer expectations.

The Eye Institute for Medicine & Surgery awards its employees with sufficient PTO (paid time off) and holiday days throughout the year. PTO must be scheduled and approved with one’s supervisor in advance (at least 24 hours for one or two days; two weeks’ notice for three or more consecutive days).

This policy details how absences and tardiness are counted for the purposes of maintaining excellent customer service throughout the business day.

**Family and Medical Leave Act**

Absences due to illnesses or injuries that qualify under the Family and Medical Leave Act (FMLA) will not be counted against an employee’s attendance record. Medical documentation within the guidelines of the FMLA may be required in these instances.

**Absences and Tardiness**

Prescheduled times away from work using accrued PTO days are not considered occurrences for the purpose of this policy.

An absence occurs when an employee misses more than three hours of work within a normal workday. An absence of multiple days due to the same illness, injury or other incident will be counted as one occurrence for the purpose of this policy.

A tardy arrival, early departure or other shift interruption is considered an occurrence.

Arrival and departure times will be determined by the time recording system through the ADP system. An employee is considered late if he or she reports to work more than ten minutes after the scheduled starting time; an early departure is one in which the employee leaves before the scheduled end of his or her shift or without first notifying his or her supervisor. If you are not going to be at work at your scheduled time, you must notify your supervisor two hours before your scheduled shift.

If an employee is scheduled to work overtime and either fails to report or reports after the scheduled start time, an occurrence will be charged as noted above.

**Step Discipline**

Absences and tardiness or early departure will be counted together. Occurrences are counted in a rolling six-month period. Occurrences expire six months from the date of the incident.

***Step one***

Five occurrences (absences and tardiness combined) in any six-month period will be the basis for a verbal warning between the employee and direct supervisor. The purpose of the verbal warning is to make the employee aware that he or she has been absent or tardy frequently enough to draw attention and to be certain that the employee understands this policy and the consequences of violation. The verbal warning will be documented in the employee’s personnel file.

***Step two***

Any additional unscheduled absence or tardiness in the same six-month period is cause for a written warning with documentation in the employee’s file. The written warning, delivered by the employee’s direct supervisor, serves to notify the employee that he or she is in violation of this company policy and that additional occurrences will result in further disciplinary action.

***Step three***

The next unscheduled absence or tardiness to the above in the same six-month period will trigger a final written warning putting the employee on formal notice of violation as mentioned above. An additional unscheduled absence or tardiness in the same six-month period is cause a one-day suspension (without pay). This is considered the final step in the disciplinary process regarding attendance and punctuality.

***Step four (final)***

An additional unscheduled absence or tardy to the above steps in the same six-month period is cause for termination of employment.

**No-Call/No-Show**

Not reporting to work and not calling to report the absence is a no-call/no-show and is a serious matter, creating increased administrative burdens and emotional upset. The first offense may result in termination of employment with no additional disciplinary steps. Any no-call/no-show is considered job abandonment and will result in immediate termination of employment.

If the employee has already begun the step discipline process for attendance/punctuality when a no-call/no-show occurs, the disciplinary process may be accelerated to the final step.

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.

**Procedures**

No disciplinary actions will be taken without the direct involvement of the human resource (HR) department as counsel to management. All warnings will be delivered by the direct supervisor, manager, or HR as circumstances require.

Management reserves the right to use its discretion in applying this policy under special or unique circumstances.

Although occurrences will roll off an employee’s record after six months, habitual offenders (those who have established a pattern of absences, such as consistently having six or more occurrences in any given six-month period or routinely calling off on Mondays or Fridays) may trigger step discipline even though six-month old infractions have fallen off, if he or she continues to incur occurrences.

Management reserves the right to amend or discontinue this policy at any time without notice.

**Step Discipline—Unscheduled Absences or Tardiness in a Rolling Six-Month Period**

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| 5thoccurrence total  | Verbal sessions documented in file |
| 6th absence or tardiness | Written warning documented in file |
| 7th absence or tardiness | Final warning in file |
| 8th+ absence or tardiness | Termination of employment |