

**DIGNITY HEALTH
ADMINISTRATIVE POLICY AND PROCEDURE**

FROM: Dignity Health Human Resources

SUBJECT: Calling When Absent From Work

EFFECTIVE DATE: July 22, 2016

REVISED:

ORIGINAL EFFECTIVE DATE: July 22, 2016

REPLACES:

APPLIES TO:	System Offices:	<u> X </u>
	Acute Care Entities:	<u> X </u>
	Non-acute Care Entities:	<u> X </u>

I. POLICY:

It is the policy of Dignity Health to fulfill its responsibility to provide medical services on a continuing basis to people in need. Doing so requires a dependable work force. When an employee is unable to work as scheduled, Dignity Health must secure a proper replacement, adjust work schedules and/or to cover for the period of time the employee will be absent

II. PURPOSE:

The purpose of this policy is to provide management and employees with guidelines regarding calling when absent from work.

III. PRINCIPALLY AFFECTED DEPARTMENT:

While this policy applies to all non-exempt employees of Dignity Health, all Dignity Health employees may be affected by the policy

IV. GUIDELINES:

- A. When an employee is unable to work a scheduled shift, whether for illness or another reason, the employee must telephone their manager or designee as early as possible but at least two (2) hours prior to the start of their scheduled shift (e.g., day shift, the evening or night shift) and provide the information below:
1. Reason for the employee's absence
 2. Where the employee can be reached during the absence
 3. When the employee expects to return to work
- B. If the employee will be absent for more than one scheduled shift, the employee must keep the manager or designee informed of the status of the absence including their return date when known, at a mutually agreed upon frequency.
- C. If the employee fails to follow the above notification requirements this may result in a delay or forfeiture of PTO and/or sick leave benefits for the applicable shift and may result in disciplinary action. If there is a pattern where an employee routinely fails to provide proper notice and/or the employee's failure to provide adequate notification causes disruption to patient care or department operations this can also result in disciplinary action.
- D. High frequency of absences (or absences without adequate cause) will result in disciplinary action, including discharge.
- E. An absence of three (3) consecutive working days without proper notice will be regarded as a voluntary termination of employment on the part of the employee.
- F. **Certification of Illness or Injury:**
The employer may prospectively require certification by a licensed health care practitioner that the employee's absence from work was caused by a bona fide illness or injury, justifying the employee's absence before PTO/Vacation/Sick shall be payable.

Justifiable reasons a Manager or designee may ask for certification may be, but are not limited to, abuse of time off, an absence of three (3) days or longer, a pattern of calling in sick on days that are connected to holidays, weekends or vacations or calling in sick on a day that the employee had requested off but was subsequently denied and was scheduled to work.

Abuse of this section by the employee is just cause for discharge.

Department Call System:

Each department will develop and maintain a “call tree”. Employees calling in when absent from work will use this “call tree”. This “call tree” should include the names and numbers of the management employees to be called and other information as needed by the employee to ensure compliance with this policy.

Employees covered under a collective bargaining agreement should refer to their agreement for specific language regarding this subject