

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER SCHOOL OF MEDICINE PSYCHIATRY DEPARTMENT POLICY AND PROCEDURE		REVIEW NO: 1	NUMBER:
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TITLE: Departmental Attendance Policy			PAGE: 1 of 4

A. POLICY STATEMENT/ REASON FOR POLICY

- a. Timely and regular attendance is an expectation of performance for all TTUHSC Psychiatry employees. This policy details how employees will be held accountable for adhering to their workplace schedule to ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization.

B. THIS POLICY APPLIES TO

- a. This policy applies to all staff and clinical support staff (e.g., PSS, Nursing Staff [RN, CMA], Biller & Coders, Research Team, Clinical Support Staff [Administrative team, supervisors, directors, etc.]).

C. Important HSC OP Policies (Located via Webraider):

- a. [HSC OP: 70.01, Employee Leave](#)
 - i. Texas Tech University System Regulation 07.12
- b. HSC OP: 70.12, Values, Performance, and Development
- c. HSC OP: 70.31, Employee Conduct, Coaching, Corrective Action, and Termination
 - i. Texas Tech University System Regulation 07.07

D. POLICY

- a. Employees are expected to adhere to their workplace schedules, set by their supervisor and/or senior clinical administrator. Any employee unable to adhere to their assigned schedule must obtain approval from their supervisor in advance of any requested schedule changes. This approval includes requests to use paid leave time, as well as late arrivals to or early departures from work. Failure to obtain prior approval will result in the time missed from work being considered an occurrence (i.e., absence or tardy). Departments have discretion to evaluate extraordinary circumstances of a tardy, absence, or failure to clock-in or clock-out and determine whether or not to count the infraction as an occurrence. HR Consultants are available to advise supervisors regarding the evaluation of extenuating circumstances.

E. Occurrences

- a. Employees will receive an occurrence for any unapproved absence, tardy, or missed clock. Absences are equal to one occurrence, while a tardy or missed clock are equal to one half occurrence. Employees that receive multiple occurrences will be subject to progressive discipline.

F. Departmental Notification Procedure

Employees are expected to follow departmental notification procedures if there is a need to deviate from their assigned work schedule (e.g. tardy, absence, or planned time away from work). Employees must submit a request in advance to their supervisor or designee and in accordance with departmental procedure if they wish to arrive early or leave early from an assigned shift.

- a. At the time of notification/call, the employee must notify their supervisor when an absence is due to a documented/approved leave of absence (e.g. Military Leave, FMLA) to ensure appropriate tracking of leave utilization and absenteeism.
 - b. If employee is out for three consecutively scheduled work days, a doctor's note will be required upon return to work.
 - c. Failure to call in and/or report to work as scheduled for three consecutively scheduled workdays will be considered job abandonment resulting in termination of employment. The supervisor must consult with their HR Consultant if this situation occurs.
- Failure to follow the departmental notification procedure, including No-Call/No-Show, will be addressed in accordance with the appropriate disciplinary action.

G. Progressive Discipline

- a. Supervisors should monitor their employees' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner. If employees have a pattern of unscheduled absences, including unapproved usage of accrued time off, they will be subject to disciplinary action as outlined in the grid below.
- b. The following grid is designed to provide guidelines when addressing the total number of occurrences in a 12-month Fiscal year (September – August), provided that the reason for an occurrence is not protected under [FMLA here](#) or [ADA here](#) through TTUHSC Human Resource. Definitions and supervisor procedures are provided along with a breakdown for guidance to follow.

	Occurrences/Days	Discipline Step and Action
Occurrence 1 Occurrence is equal to: • 1 Absence • 2 Tardies	4 Occurrences	Step 1: Verbal Coaching
	6 Occurrences	Step 2: Written Coaching
	8 Occurrences	Step 3: Final Written Coaching
	10 Occurrences	Step 4: Official Write Up
	Additional Occurrences	Step 5: Supervisor Discussion with HR for guidance of termination.
Total # of Days Absent • Consecutive or Non-Consecutive • Does Not Apply to Tardy	6 Days	Step 1: Verbal Coaching
	9 Days	Step 2: Written Coaching or FMLA discussion if applicable to determine next steps.
	12 Days	Step 3: Final Written Coaching
	15 Days	Step 4: Official Write Up
	Additional Days	Step 5: Supervisor Discussion with HR for guidance of termination.
Single day of No call / No Show	1 Occurrences	Step 1: Written Coaching
	2 Occurrences	Step 2: Final Written Coaching
	3 Occurrences	Step 3: Official Write Up
	4 Occurrences	Step 4: Supervisor Discussion with HR for guidance of termination.

NOTE: The total number of days an employee is unavailable for work as scheduled and the total number of occurrences are considered when applying discipline. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason. For example, an employee may be at Step 1 due to have 6 absences but only have 3 occurrences due to being out 2 consecutive days each time.

When an employee has been previously counseled under any other disciplinary actions for Performance, etc., the totality of the circumstances will be assessed when determining further action. For example, if an employee has received a written discipline warning for unprofessional behavior and later receives four occurrences, they would be placed on a final written warning. The supervisor must consult with their HR Consultant prior to implementing disciplinary action.

H. Holidays

- a. If an employee calls out of work the day before, the day of, or the day after a holiday, the supervisor will review the circumstances of the absence. Based on this review, the supervisor, in consultation with their HR Consultant, has the discretion to determine whether to count the incident as a regular occurrence or go directly to issuing a written warning for the holiday-related call out. If an employee is already on discipline, they can progress to the next level.

I. DEFINITIONS

a. Absence

- i. An employee is deemed absent when they are unavailable for work as assigned/scheduled and such time off was not scheduled/approved in advance as required by department notification procedure.

b. Tardy

- i. An employee is deemed to be tardy when they:
 - ii. Arrive to work past their scheduled start time.
 - iii. Fail to report for work at the assigned/scheduled work time.
 - iv. Leave work prior to the end of assigned/scheduled work time without prior supervisory approval.
 - v. Take an extended meal or break period without approval.

c. Missed Clock

- i. A missed clock in/out is when an employee:
 - ii. Fails to clock in/out on their designated time clock at the beginning and/or end of their assigned shift.
 - iii. Fails to clock in/out on their designated time clock for the meal break.
 - iv. Fails to accurately and timely report time worked.
 - v. Clocks in/out early (or late) of assigned shift without prior approval.

d. Occurrence

- i. An occurrence is documented as an absence, tardy or missed time clock in/out. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason.

e. Orientation Period

- i. New employees are subject to an orientation period. Non-exempt employees have a ninety-day orientation period, where exempt employees have a six-month orientation period following the date of hire. Internal transfers are not subject to an orientation period.

f. Consequences of Non-Compliance

Violation of this policy may result in disciplinary action, up to and including termination of employment.

J. PROCEDURES

- a. These are the procedures for the Attendance and Punctuality Policy. Please review the following link for the Attendance and Punctuality Policy.
- b. The steps below are designed to help employees correct absenteeism. All steps of the progressive discipline process should be documented in consultation with Human Resources.

i. Step 1- Verbal Coaching:

1. The purpose of a verbal coaching is to clarify policies and expectations as they related to attendance. The supervisor should document that the conversation occurred. A follow up email to the employee after the counseling is recommended.

ii. Step 2 - Written Coaching:

1. If the conduct addressed by a verbal coaching is repeated or additional problems occur within 12 months of a verbal coaching, the supervisor should follow up with a written coaching in the form of a letter. The letter should describe the unacceptable conduct, outline expectations, and state that further disciplinary action will occur if the behavior is repeated within 12 months.

iii. Step 3 - Final Written Coaching:

1. If the conduct addressed by the written coaching is repeated or additional problems occur within a 12-month period, discipline may progress to a final written warning. The supervisor should follow up with a written final coaching in the form of a letter. The letter should describe the unacceptable conduct, outline expectations and state that further disciplinary action will occur if the behavior is repeated within 12 months.

iv. Step 4 – Official Write Up:

1. If the conduct addressed by the final written coaching is repeated or additional problems occur within a 12-month period, discipline may progress to official write up. The supervisor should follow up with a written Formal Corrective Action Record on the TTUHSC HR website. The letter should describe the unacceptable conduct and notify the employee that their employment this will need to be signed by both supervisor and employee.

v. Step 5 – Official Write Up with HR conversation of alternative action:

1. If the conduct addressed by the final write up with coaching is repeated or additional problems occur within a 12-month period, discipline may progress to termination. The supervisor should follow up with HR to determine alternative action that could lead to termination.