

Indiana University Physical Plant
Service Maintenance Attendance Guidelines

Regular attendance is a condition of employment. However, Indiana University recognizes the need for employees to take time away from work to conduct personal affairs and to have a break from the demands of the work place. Indiana University provides Vacation and Income Protection (Sick) Time for these reasons. Employees should make every effort to accumulate Income Protection Time in order to protect their income in the event they or their families become ill or need to take time off for personal reasons.

It is very important to both the employees and the Physical Plant that time off be scheduled in advance. Unscheduled absences make it difficult for management to plan work, conduct routine operations, and maintain appropriate staffing levels. Unscheduled absences are also difficult for co-workers. In order to cover another employee's unscheduled absence, coworkers are called back to work, required to pick up multiple shifts and work excessive hours.

In response to these important issues, these attendance guidelines have been created to:

1. Promote advance scheduling of an employee's time off
2. Encourage the accumulation of income protection time
3. Prevent the excessive use and misuse of income protection time
4. Prevent the excessive use and misuse of personal emergencies
5. Discourage the frequency of unscheduled absences

Scheduled Absence – An absence that was pre-arranged and approved by management.

Unscheduled Absence – Any absence that was not pre-arranged and approved by management. This does not include absences protected under any law or university policy, such as approved FMLA, or work related injury.

The computation of an unscheduled absence is as follows:

- If an employee is absent due to a certain ailment/condition for consecutive days, the consecutive group of absences will be considered one (1) unscheduled absence. For example, if an employee is absent on Monday, Tuesday and Wednesday because they have the flu, regardless of the time off accruals used, the Monday, Tuesday and Wednesday absences will be considered one (1) unscheduled absence for the purposes of these guidelines.
- If an employee is absent due to different ailments/conditions or is absent on non-consecutive days, then each day absent will be considered separate unscheduled absences. For example, if an employee is absent on Monday because of the flu, on Tuesday because his car wouldn't start and on Wednesday because he broke his leg, regardless of the time off accruals used, the Monday, Tuesday and Wednesday absences would each be considered separate unscheduled absences. Thus, after Monday, Tuesday and Wednesday, the employee would have three (3) unscheduled absences.

Late Arrivals/Early Departures – When the employee has "swiped/clocked-in" after their work shift begins or clocked out before their work shift ends without prior approval from management.

Personal Emergency – An unscheduled absence based on an event that is unforeseen, requires immediate action and is beyond the employee's control. In health related situations, this means requiring urgent medical treatment.

Patterned Absences – Repeated and predictable unscheduled absences that indicate a misuse or abuse of time. The following are some examples of patterned absences:

- Unscheduled absences adjacent to scheduled days off, holidays and/or paydays
- Unscheduled absences when scheduled to work weekends, holidays, overtime or during critical operations periods
- Inappropriate use of Income Protection Time, i.e. Income Protection Time that is used as quickly as it is earned or for reasons other than its intended use.
- Requesting time off, being denied, then calling in absent.

Management expects Service Maintenance employees to conform to the following guidelines.

1. Advance Scheduling of Vacation – All scheduled vacation must be approved by management in advance. Management expects employees to present a written request (Time-Off Request Form) for approval of vacation in advance. All time-off request forms will be approved/denied by management and a copy of the time-off request form will be returned to the employee.

2. No Excessive Unscheduled Absences – Management expects unscheduled absences to be kept to a minimum. Management will determine whether an employee has excessive unscheduled absences by reviewing the following factors: the nature of the unscheduled absences, the frequency of unscheduled absences, if there has been previous discipline for unscheduled absences, the employee's attendance record and the employee's length of employment. These factors will be weighed individually and a decision as to whether an employee has exhibited excessive unscheduled absences will be made on a consistent case by case basis.

3. No Patterned Absences – Management will be closely monitoring employees for evidence of patterned absences and will respond accordingly.

4. No Excessive Emergencies – Management expects personal emergencies to be legitimate and kept to a minimum. Management will determine whether an employee has exhibited excessive personal emergencies by reviewing the following factors: the nature of the personal emergencies, the frequency of personal emergencies, whether the employee has received previous discipline for personal emergencies and the employee's attendance record. These factors will be weighed individually and a decision as to whether an employee has exhibited excessive personal emergencies will be made on a consistent case by case basis.

5. No Excessive Late Arrivals/Early Departures – Management expects late arrivals/early departures to be kept to a minimum. Management will determine whether an employee has exhibited excessive late arrivals/early departures by reviewing the following factors: the nature of the late arrivals/early departures, the frequency of late arrivals/early departures, whether the employee has received previous discipline for late arrivals/early departures and the employee's attendance record. These factors will be weighed individually and a decision as to whether an employee has exhibited excessive late arrivals/early departures will be made on a consistent case by case basis.

6. Call-In Procedures - On the rare occasion that an employee needs to call in to report an unscheduled absence and/or late arrival/early departure, the employee is expected to abide by the following:

- Management expects employees to directly notify their supervisor before the start of the work shift and state the reasons and nature of their absence. Employees should be aware that the stated reason for the unscheduled absence and/or late arrival/early departure may not be approved by the supervisor and documentation may be requested to support the absence. Employees should refer to the call-in procedures that are currently in place for their specific area.

7. Optimal Work Load Balancing - Due to the nature of duties, the workload at the Physical Plant peaks at various times of the year. During these peaks minimum crew strength is required by management to perform necessary work. In order to better staff the Physical Plant during these peak times, individual areas may choose to limit the use of accrued time. If an area defines a certain time of year as peak time, Management will balance any accrued time requests within that area with the primary goal of completing necessary work and limiting overtime call-outs. Employees within areas that have a defined peak time should be aware that use of accrued time and particularly compensatory time will be strictly limited during these time periods.

Attendance Guideline Violations

- If an employee demonstrates excessive unscheduled absences or late arrivals/early departures, whether approved or not, the employee will be asked to provide verifiable documentation as to the nature of their absence. This documentation should be provided as soon as the employee returns from the unscheduled absence. Examples of satisfactory documentation of an unscheduled absence and/or late arrival/early departure includes: signed statements from a licensed Physician, verification of conflict, etc. Examples of satisfactory documentation of a personal emergency include: written receipt that substantiates nature of an emergency, retail receipt, contractor invoice, etc.
- If an employee demonstrates excessive unscheduled absences or late arrivals/early departures, whether approved or not, and provides verifiable documentation, Management may choose to counsel the employee on the excessiveness of the absent time and the ability of that employee to perform the duties of their position.
- If an employee does not provide satisfactory documentation or demonstrates patterned absences, the employee may be placed in absence without pay status and have the request to use time off accruals denied for the day(s) in question, can expect counseling and when necessary, formal corrective action per Indiana University's Personnel Policies for Service Maintenance Employees.
- If an employee fails to follow the expected call-in procedure, the employee may be placed in absence without pay status and have the request to use time off accruals denied for the day(s) in question, can expect counseling and when necessary formal corrective action per Indiana University's Personnel Policies for Service Maintenance Employees.
- If an employee has an unscheduled absence, a previously scheduled absence¹ or a late arrival/early departure and has no more accrued time to cover the absent time, the employee can expect counseling and when necessary, formal corrective action per Indiana University's Personnel Policies for Service Maintenance Employees. This does not include absences protected under any law or university policy, such as approved FMLA or other protected time.
- In the event that an employee fails to follow or meet any other expectations set forth in these guidelines, they can expect to meet and discuss these guidelines with their supervisor, and when necessary, be subject to counseling and/or formal corrective action.
- In accordance with SM Policy 2.15(A) Absences with and Without pay, three consecutive working days absence without proper notification to supervision may be cause for termination. Five consecutive working days absence without notification to supervision is cause for termination.

¹ Employees are responsible for monitoring their time off accruals. If management has approved a scheduled absence, but discovers after the employee's absence that the employee did not have sufficient time off accruals to cover the absence, then the employee may be disciplined for being in absence without pay status.

NOTE – Indiana University Physical Plant – Utilities Division has a separate set of attendance guidelines that apply to Utilities Division employees.