

## FACULTY PRACTICE GROUP – Ambulatory Operations

STANDARDS AND GUIDELINES

**UCLA** Health System

**SECTION:** Code of Conduct

REFERENCE #:

**SUBJECT:** Attendance

PAGE: 1 OF 4

**APPROVALS:** FPG:  CAO-SC:  APCA:  EAC:

EFFECTIVE:

### **PURPOSE:**

An efficient and productive work environment requires attendance control involving commitment of all staff to maintain good attendance practices.

### **POLICY:**

1. The Faculty Practice Group (FPG) requires that unscheduled absent events must not exceed 2 in any consecutive 3-month period. Each unexcused absence is counted as 1 event as long as the days are successive. Absent events are considered unexcused absences. \* This also includes partial day absences. Unscheduled absences are defined as, but not limited to: illness, family illness, car problems, burglaries, traffic delays, missed buses, etc.

Absences protected by State and/or Federal Law shall not be counted when monitoring attendance standard compliance.

*\*Emergencies may be considered as exceptions by department management.*

2. Punctuality or Tardiness:

- a. An employee shall be considered late or tardy any time he/she arrives after the start of the assigned shift, after lunch, or a break. There is no “grace period.”
- b. Meal and rest periods shall normally be granted, however, if at 10 minutes prior to the assigned lunch or break it becomes obvious that, due to work conditions the employee cannot leave at the assigned time, the Manager on duty will be notified immediately. The Manager will determine a course of action either to allow the lunch or break to take place on time or to alter the schedule.
- c. Being on time means being completely prepared to begin work and in the work area or station at the precise time of the start of the shift and following lunch or break. Arriving on time but not groomed and completely ready to start working is considered late.
- d. Tardiness in excess of an average of one occurrence per month during any consecutive 3- month period is unacceptable regardless of the validity. More than 3 late events within any consecutive 3-month period are subject to disciplinary action. \*

*\*Emergencies may be considered as exceptions by department management.*

### 3. Unscheduled Absences:

- a. When unable to report to work, it is the employee's responsibility to personally call the manager of their assigned CPN office, and advise his/her inability to report for work. \*
- b. The employee is strongly encouraged to call in at least 2 hours prior to the scheduled shift in order for the department to find a suitable replacement.
- c. The employee may be required to contact the office and his/her manager each day he/she is unable to report for work unless prior arrangement(s) have been made with the manager.

*\*Emergencies may be considered as exceptions by department management.*

### 4. Sick Leave Documentation:

- a. When notified, an employee may be required to provide a statement from his/her Primary Care Physician or treating physician. Examples include:
  - Claiming sick leave the day before or after a holiday.
  - Claiming sick leave the day before or after the employee's scheduled vacation/holiday.
  - Claiming sick leave during scheduled vacation time.
  - Claiming sick leave after turning in resignation.
  - Claiming sick leave after turning in an intent to retire.
  - Calling off for more than 3 consecutive workdays.
  - Requesting a medical leave of absence.
  - Returning from a medical leave of absence (a release from the employee's physician and Occupational Health Facility is needed).
  - If requested by the manager.
  - Claiming sick leave associated with a Worker's Compensation injury as per University policy.
- b. An employee shall be referred to Occupational Health (OHF):
  - Upon employee's return from a medical leave of absence.
  - When there is a work related injury or illness.

### 5. Vacation/Time Off - Approval Process for all CPN Staff:

- a. Vacation shall be scheduled in accordance with the department's operational needs. Although all requests will be considered, because of staffing needs, generally no more than one (1) Administrative Assistant and one LVN or Medical Assistant in each of the following areas will be granted vacation at any time: Communications, Front Office and Back Office.

#### 6. Vacation Request Process:

- a. Vacation requests may be submitted no earlier than three months prior to requested dates. Requests submitted more than three months prior to the requested dates will be returned. Special circumstances, which may require submission of a vacation request more than three months in advance, will be reviewed on a case-by-case basis.
- b. Submit a "Leave Request" form after first checking the posted vacation schedule in the Manager's office. The leave request form is to be completed as follows:
  - In the "First Choice" section indicate the total time requested, e.g. March 2 – March 16.
  - List the total number of V and H days you wish to use in the "Type" column, e.g. 5-V, 3-H. The remainder of the time will be regular days off and will be indicated on the schedule as such.
  - Complete the above procedure in the "Second Choice" section if you are requesting a second choice. Submitting only a first choice does not guarantee that it will be granted.
  - Complete name, classification, request date and CPN hire date.
  - Premium Holidays will be granted on a rotating basis.
  - Submit to your manager.

#### 7. Vacation Approval Process:

*(It is the employee's responsibility to be aware of the amounts in his/her accruals. Vacation/holiday accruals must be adequate for the requested time off.)*

- a. First choice vacations will have priority unless the slots are already filled. Seniority cannot "bump" already approved first choice vacations. Seniority is defined as the employee's University hire date.
- b. If vacation requests are submitted at the same time for the same time slot, seniority will determine who is granted vacation.

- c. If the first choice is unavailable, the second choice is then considered. If both dates are unavailable, an employee may choose another first choice or be placed on a waiting list.

8. Holiday Working Requirements:

- a. Vacation may be granted during the Thanksgiving, Christmas and New Years holidays, however, the Monday after Thanksgiving, the day after Christmas or the day after New Years are normal days of operation and employees are expected to be at work unless on approved leave. Wages for working these holidays are pursuant to the applicable union contract.

**REVISION HISTORY**

Effective Date:

Review Date:

Revised Date: