

# Attendance and Leave Policy

**Approved by** – Mark Helms, AVP Facilities Services

**Effective Date** – 11/1/2019

## **OVERVIEW**

Attendance is an important part of every job in Facilities Services. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule. This policy does not replace university regulations or policies and should be read along with university regulations, policies and procedures. Unsatisfactory attendance will be dealt with according to University Regulations. Employees are expected to accurately report time worked and/or time earned for pay purposes during each pay period. Supervisors are expected to ensure accurate time-record keeping for their direct reports. Falsification of time worked and/or leave records for any employee is cause for immediate dismissal. Please feel free to discuss any concerns with your supervisor or contact the Business Affairs Human Resources Office at 392-2333.

## **Work Hours**

- a) The workweek for fulltime employees is 40 hours. A scheduled work day for a fulltime employee will typically include a lunch period and may include rest breaks. Schedules will be determined by the supervisor.
- b) Employees are expected to work their scheduled hours, report to work on time every scheduled workday, and be at their work location ready to begin work at the start of their shift.
- c) Non-exempt/hourly employees must accurately report actual time worked and must be paid for all hours worked.
- d) Overtime must be approved by management in advance. Schedule adjustments may be made to meet operational needs. Management will make every reasonable effort to notify employees of the need for overtime or schedule adjustments in advance.
- e) Employees that need to request an adjustment to their work hours must do so in advance and have it approved by their immediate supervisor.

## **Breaks**

The University recognizes that employees are more productive when they are rested and refreshed.

- a) During each 4 hours that an employee works, a 15-minute rest period is permitted whenever possible. Supervisors will advise employees of the scheduled break time(s).
- b) Rest-periods may not be saved for later use (for example, to extend lunch breaks, or to arrive late or leave early) and may not be combined to use for longer breaks.
- c) Rest-periods are to be counted as time-worked and there is no need to record the time in the Kronos system.
- d) Employees are expected to take their scheduled lunch break at the designated time and for the scheduled duration. This time will be automatically deducted in Kronos. The employee does not need to clock in and out for lunch breaks.
- e) Non-exempt/hourly employees are not permitted to work during their lunch breaks, except for emergencies; however, management may adjust the lunch break time to meet operational needs.

## **Tardiness and Early departures**

- a) In the event of unanticipated tardiness, employees must follow proper call in procedures for their department. Please refer to departmental call in procedures.
- b) An employee's leave time (sick or vacation) can be used to make up for lost time due to unanticipated tardiness or early departures for the first 3 incidents in a rolling 30-day period if the employee followed the call-in procedure. After 3 instances in 30 days the time will be added to the timecard as Unauthorized Leave Without Pay (ULWP).
- c) Leave Without Pay (LWOP) may be granted and approved by the supervisor for extenuating circumstances that are known in advance of occurrence. For example, an employee on a prolonged leave of absence (like for a surgery) may be on leave without pay if they have used all of their sick or vacation time already.
- d) Excessive tardiness (3 or more instances in a 30-day period) may result in progressive discipline

## **Essential Employee Designation**

All Facilities Services employees are essential personnel in the event of severe weather or any other emergency that may result in the suspension of normal university operations. It is your responsibility to monitor official UF communications related to suspension of operations by monitoring UFAlerts and the UF home page at [www.UFL.edu](http://www.UFL.edu). It is also your responsibility to ensure your contact information in myUFL and with your immediate supervisor is accurate. In the event of a university emergency, employees are responsible for communicating with their supervisor if there is a question of whether they should report to work. If the University announces that essential employees must report to work, or if your supervisor directly instructs you to report to work, you are required to report for your shift. Failure to report would constitute insubordination, which could lead to disciplinary action. If you are an hourly employee and you are required to work as an essential employee, you will be paid for all hours worked, including overtime (if earned), and may be eligible for compensatory leave on an hour-for-hour basis for the time worked during the emergency.

## **Leave Types and Usage Policy:**

### **Vacation**

- a) Vacation leave may only be taken after approval is received from the employee's immediate supervisor or designee.
- b) Except for emergencies, employees should submit requests for vacation in advance. Vacation requests of one day or less should be submitted at least 24 hours in advance. Requests for more than three (3) days should be submitted at least one (1) week in advance.
- c) The granting of vacation leave is at the supervisor's discretion based on departmental needs and workload.
- d) Vacation leave will not be granted when an employee calls in sick except for FMLA qualifying absences. However, when vacation leave has been properly requested in advance and approved, employees may use it for any personal reason (including for sickness).
- e) Non-exempt employees should submit leave requests through the Kronos clocks.

### **Sick Leave**

- a) Sick leave may be used for an employee's illness, injury, exposure to a contagious disease, or medical appointments. Sick leave may also be used in reasonable amounts for an immediate family member's illness, injury, medical appointment or death.

- b) Employees must follow proper departmental call in procedures to notify their supervisor when they are out sick. If the employee is not able to call in directly prior to the start of the shift, they must do so by the beginning of the next workday. At that time, if the illness is expected to be longer than one (1) day the employee should indicate to the supervisor the expected length of the absence. For absences longer than the expected time, the employee must follow call in procedures on the next workday, to keep the supervisor informed. The only exception to following the daily call-in procedure is if the employee has provided medical documentation that says how long the employee will be absent; otherwise, employees should follow the call-in procedures every day they are absent.
- c) When possible, employees should try to schedule routine medical appointments during times that are least disruptive to the department. Also, employees shall get approval from their supervisors before scheduling and using leave for routine medical appointments.
- d) When an employee has exhausted their accrued sick leave, future unscheduled absences will result in leave without pay, unless the absence is FMLA-qualifying (for which accrued vacation leave can be used).
- e) More than 3 occurrences of unplanned sick leave (that is, calling in sick, NOT scheduled routine doctor's appointments) in any 30-day period will be considered excessive. An "occurrence" is defined as a single absence consisting of consecutive time periods.
- f) Employees will be required to submit documentation from a health care provider for current or future uses of sick leave in any of the following scenarios:
  - i. If sick leave usage is considered excessive or develops into an identifiable pattern
  - ii. If an employee is out sick for an occurrence of 3 or more consecutive workdays
  - iii. If an employee calls in sick after they have requested and been denied vacation

### **Compensatory Leave**

Employees who have accrued overtime, regular, or special compensatory leave, may be required to use this leave before using vacation leave. Employees must request and receive supervisory approval before using any type of compensatory leave.

### **Administrative Leave**

An employee may be granted administrative leave for court/jury duty/witness, death in the immediate family or other situations as approved by appropriate university authorities.

- a) An employee who is summoned for jury duty shall notify their supervisor of the expected absence as soon as possible and submit a copy of the summons. Administrative leave for jury duty shall not exceed the number of hours in the employee's normal workday. If jury duty does not require an employee's absence for the entire workday, the employee should return to work upon release from the court.
- b) Full-time employees may use up to 2 days of administrative leave for each occurrence of death in their immediate family. The 2-day benefit is prorated for part-time employees. When requested, the employee must provide their supervisor with the name of the deceased and the relationship to the employee. An employee requesting admin leave due to the death of an immediate family member may be required to submit a copy of the death certificate or other appropriate documentation. This documentation should be kept in the department.

## **Leave Without Pay**

Leave without pay (LWOP) will result where employees who have used their accrued leave balance have their supervisor's approval for their absence. Leave without pay can also be used to make an employee's FTE whole where an employee with an FMLA qualifying event uses intermittent leave during an extended leave of absence. Leave without pay must be approved in advance by the supervisor.

## **Unauthorized Leave Without Pay**

This may result from the following situations:

- a) Failure to follow call in procedure to report an absence or tardiness
- b) Failure to submit medical documentation when requested.
- c) When the employee is tardy more than 3 times within 30 days, and it is not justified or approved by the supervisor for paid leave in advance.
- d) Failure to report to work as scheduled, and/or call in to report their absence.

## **Family and Medical Leave Act (FMLA)**

The Family and Medical leave Act (FMLA) provides eligible employees with up to 12 workweeks of unpaid leave per 12-month period for their own serious health condition or that of a parent, child or spouse, or for the birth, adoption or foster care of a child. The 12-month period the University currently uses is the Fiscal Year, which is July 1 through June 30 each year. There are other reasons related to the care of a military family member in need of medical care that have additional provisions.

Employees are eligible if they have worked at least twelve (12) months (which need not be consecutive) and who have worked at least 1250 hours in the twelve (12) months prior to the leave. Employees may use paid leave for absences related to an FMLA-qualifying event; however, all time off due to the FMLA need - whether paid or unpaid, will count toward the employee's FMLA entitlement, with the exception of overtime compensatory leave, which may be used, but will not count toward the 12 workweek entitlement..

- a) An employee requesting leave under the FMLA should start the process by going online to: <https://benefits.hr.ufl.edu/fmla-updated/>, which has an electronic FMLA Preliminary Request Form. Employees that would like assistance with completing the form online may ask their supervisor or go to the Business Affairs HR office (Building 701). (Please note, this website is about to be launched as of this policy date; if the site is not yet active, see Human Resources in Building 701, or call at (352) 392-2333.
- b) Once the online request has been submitted, the employee will be emailed a Certification of Health Care Provider form completed by their healthcare provider or their family member's healthcare provider, based on the request. The form is also available at the HR Office (Building 701). Once completed, the form can either be returned to Central Leave or to the HR Office.
- c) FMLA-related absences must be properly recorded in Kronos using the appropriate time-reporting code. It is the employee's responsibility to tell their supervisor when an absence is a qualifying event under FMLA and for what reason they are taking the time off (that is, FMLA-self, child, spouse, parent, etc.)
- d) For more information on FMLA, go to Facilities Services HR, building 701, or call them at (352) 392-2333.

## **Kronos Disciplinary Definitions for Comments on Exceptions**

- Approved: situation was pre-planned and approved by the supervisor.
- Acknowledged: employee followed procedure for unplanned situations. This indicates situations that may be subject to discipline if occurrences are excessive or establish a pattern.
- Unapproved: employee's action was not pre-approved by the supervisor and employee did not follow procedures. These occurrences may be subject to disciplinary action.
- Schedule adjustment: Supervisor has asked employee to adjust their work schedule for operational needs. Supervisors should maintain backup documentation.

## **Progressive Discipline for Leave Policy Violations:**

Exceptions on an employee's timecard will be reviewed using scorecards for both employees and supervisors. Employee scorecards will reflect times when an employee did not follow policies stated in this document. Each occurrence of three (3) new exceptions within a rolling 30-day period may be subject to progressive discipline as outlined below.

Unapproved instances: 3

Acknowledged instances: 3

Sick leave occurrences (excluding FMLA): 3

1<sup>st</sup> occurrence – Counseling (verbal with written confirmation)

2<sup>nd</sup> occurrence – Oral reprimand (verbal with written confirmation)

3<sup>rd</sup> occurrence – Written reprimand

4<sup>th</sup> occurrence – 2<sup>nd</sup> Written

5<sup>th</sup> occurrence – Dismissal

## **Departmental call-in procedures:**

In any situation when an employee is unable to report to work or may be delayed in arriving for work at their scheduled time, employees must notify their supervisors using the procedures covered below no later than 15 minutes before the start of their shift. Failure to follow the call-in procedures below may lead to the time being coded as unauthorized leave without pay (ULWP), and subject to discipline, up to and including dismissal from employment.

## **Building Services:**

When an employee is unable to report to work or is delayed in arriving to work at their scheduled time, he/she must call Building Services' Call-In Line at (352) 846-1616 and speak with a representative, or leave a clear voice message which includes: your name, supervisor's names, the reason you are calling out sick or late, and an estimated time when you would be arriving or returning to work. In addition to calling the Call-In Line, the employee must also call and speak directly to their immediate supervisor. If unable to reach your immediate supervisor by phone, the employee must call and speak directly with your area superintendent. If FMLA related you must mention in voicemail as well and indicate if FMLA is for self or a family member (for example: FMLA – self or FMLA – parent).

### **Operations:**

When an employee is unable to report to work for the day or may be delayed in arriving for work on time, he/she is required to call as soon as possible and leave a message on the Operations Call Out line, (352) 392-1141. You will hear the following recording: "Thank you for calling the Work Management Center: If you would like to contact facilities services management or maintenance please press one (1)." **"If you are calling out sick or will be late, please press the number corresponding with your department: Two (2) for Grounds, Three (3) for Campus Maintenance, Four (4) for HSC & VETMED, Five (5) for Controls & Energy, Six (6) for Operations Engineering, and Seven (7) for Work Management Center."**

You will then hear the following message: **"Please leave a message with the following information: your name, best contact number, your UFID number, supervisor's name, and are you calling out sick or late."** The employee is expected to make the call personally, provide the amount of time they expect to be late or absent, and explain the reason for the absence (i.e. sick, or lateness, car broke down, traffic, woke up late, lost power, etc.). However, in emergency situations when the employee is medically incapacitated, a spouse or designee may notify the supervisor on the employee's behalf. **If FMLA related you must mention in voicemail as well and indicate if FMLA is for self or a family member (for example: FMLA – self or FMLA – parent).**

It is important you leave a clear voice-mail to report the absence so the proper supervisor can be notified. A copy of the actual voicemail will be sent to the employee's supervisor and their backup. The "Voicemail Record" list, will be sent to the employee's supervisor, management team and Work Management Center staff.

### **Utilities & Energy:**

Employees should contact their direct supervisor prior to scheduled shift start. If supervisor is unavailable, then employee shall contact the main office / or next supervisor in chain of command. **If FMLA related, employee must mention in voicemail as well and indicate if FMLA is for self or a family member (for example: FMLA – self or FMLA – parent).**

### **Business Operations, Refuse and Central Stores:**

Employees must call and speak directly to their immediate supervisor. If you are unable to reach your immediate supervisor by phone, leave a voice message for them and call their direct supervisor. If you are unable to speak with your supervisor's direct supervisor directly, leave a voice message. Voice messages should include your name and if you are you calling out sick or late. **If FMLA related, please mention in voicemail as well and indicate if FMLA is for self or a family member (for example: FMLA – self or FMLA – parent).** Either supervisor may then return the call.

### **HR:**

Employees must notify their immediate supervisor by either phone call or text. If the immediate supervisor is not available, the employee should leave a message on the HR Main Line at 352-392-2333, including a number where the employee can be reached. **If FMLA related, employee must mention in voicemail as well and indicate if FMLA is for self or a family member (for example: FMLA – self or FMLA – parent).**

## Definitions

**Immediate family member** - An immediate family member is defined as the spouse, domestic partner, great grandparents, grandparents, parents, brothers, sisters, children, grandchildren and great grandchildren of both the employee and the employee's spouse or domestic partner or the spouse of domestic partner of any of them. This also includes individuals for whom the employee is legal guardian.

**Tardiness** - reporting to work late at the start of the work shift or returning late from a work break or lunch without approval. Even if a tardiness does not change an employee's pay, they still will be considered tardy when reporting to work or returning from break/lunch on the 2<sup>nd</sup> minute late. For example, an employee scheduled to start work at 5:00 a.m., will be considered on time if they clock in by 5:01 a.m., but they will be considered tardy if they clock in at 5:02 a.m.

**Early Departures** – Similar to tardiness, employees that clock out before the end of their shift may be considered to not meet policy expectations.

**Exceptions** - An instance in Kronos where the employee did not meet leave policy expectations. Exceptions will be what appears on the Kronos Employee Scorecards.

## Questions?

If an employee has a question about the policy, they should talk to their supervisor or Human Resources.