



Time and Attendance Policy

Updated Aug 2022

ON-CALL LINE 800-441-4218 Option 1

ATTENDANCE AWARENESS

We believe everyone can control and manage their own hours. Some guidelines include: Don't over schedule yourself or schedule too far out. Know your limits.

If you know a few days ahead of time that you will be absent or late for an upcoming shift, please provide advance notice to ARRC One management. Call or text management and post your shift in "CHAT" on the WIW App. Do not contact the facility unless asked to do so by ARRC One management.

Know your team. It's a great idea to find your own coverage. It's important to contact management with the coverage idea before it's confirmed.

Any absence within a 24-hour time period prior to your shift is considered a call off. If you have found your own coverage, it is considered an approved absence. If you cannot find your own coverage, please provide 2 hours' notice. If you are late, please call as soon as you realize you will be late and provide an estimated time when you can be expected. Both absence and tardiness must be communicated via the **ON CALL LINE** only. Do not text--only call. Texts or posts on the chat are not accepted for call offs or tardiness. Contacting the facility is not accepted for call offs or tardiness.

ARRC One operates on a rolling 15 shift Attendance Policy.

An Occurrence is defined as one absence or two tardies or two "early outs" (or a combination of absence, lates, early outs). We understand that sometimes your relief arrives prior to the end of your shift. If you leave when your relief arrives and it's prior to your scheduled shift end, just add a note in the WIW app when you clock out. ("relief arrived at 10:45, received permission to leave"). If you have TWO occurrences within 15 shifts, you will be placed on an ATTENDANCE AWARENESS PROGRAM. This is a form of PIP (Performance Improvement Plan)

The AAP/PIP is a period of days or shifts at the discretion of management. It is an attendance focused plan to emphasize the importance of professional attendance and a tool to assist you in correcting bad habits. Poor attendance habits jeopardize relationships. It potentially puts the many relationships at risk... between the team member and client, between ARRC One and client, and the team member and ARRC One. When the facility or client sees that we are assisting you to build better habits, they feel more confident in the future of our relationship. The ATTENDANCE AWARENESS PROGRAM, probationary period, has been proven to increase awareness and assist team members in forming better habits and improving attendance. In turn, an AAP will create a more positive relationship within ARRC One and with our facility partners.

Examples of an ATTENDANCE AWARENESS PROGRAM

Bill was scheduled for 15 shifts within 10 days. 5 doubles and five 8 hr. shifts. He calls off for an 8-hour shift and leaves due to illness after one shift during his one double. *Bill had two occurrences.* Jane was scheduled Mon-Tues-Wed 3-11 for four weeks and Mon-Tues on the fifth week and Tues on the sixth week (10 shifts). She was late for three of her shifts and left an hour early within one shift. *Jane had two occurrences.*

The ATTENDANCE AWARENESS PROGRAM (AAP) for Bill and Jane states "Cannot call off or be more than 10 min late or leave early without permission during the next 30 shifts or 4 weeks unless (you) have an excused absence such as a doctor's excuse or approved family emergency...." The duration of the AAP will be based on the team member's schedule. As you know, some people work 4 doubles in a week where some work two four hour shifts in a week. Because of this, it's important to create an AAP that will HELP to learn better habits.

During the AAP, a team member can find their own coverage for call offs or tardiness. This would be an excused absence. If there is a weather-related issue, the team member is expected to start work once roads are cleared rather than call off for the entire shift. An absence due to a true family emergency or other approved issue should be made up later in the day or at the first available period provided the client has a need. Clients always have a need-especially on weekends. A call off for a double shift is considered TWO absences (two occurrences), not just one. Please try to make it to the next shift. You must follow up with management 2 hours before the second shift. Example: Jill is scheduled for 3p-7a today. She is ill. She calls the on-call line at 11:30a to call off. The call off is for the first shift (3-11) and she must then confirm that she will work the second shift or call off for the 11-7 before 9pm. Once the AAP is completed (after X# of shifts or period) the team member is back to regular status and subject to the above attendance policy. If the team member is placed on AAP two times within a 3-month period, the team member will receive a final written warning and the final (third) AAP and further discipline will be considered. This could be suspension or up to termination based on management discretion.

Any absence of three or more consecutively scheduled days requires documentation by medical professional or a family medical excuse. Absences with a doctor's note will be discussed during the Final Warning stage.

A team member will immediately receive a **Final Warning for a No-Call No-Show**. Any additional attendance infractions thereafter could lead to disciplinary action up to and including termination.

DNR status or complaints by the facility or client will determine if additional Performance Improvement Plans should be considered. Examples:

- The team member is causing concern within the facility communications and the facility's staff.
- The team member is not following the facility, client, patient or resident standards of care, policies, or procedures.
- The team member has been suspected of abuse or a HIPAA/confidentiality concern.
- The team member left before the end of their shift without permission.

If any of these situations occur, a suspension or PIP will be issued, and training will be provided to assist in avoiding future infractions and maintain the relationship with client/facility.

Recording Time

ARRC One is required by applicable federal, state, and local laws to keep accurate records of hours worked by team members. To ensure that the Company has complete and accurate time records and that team members are paid for all hours worked, nonexempt team members are required to record all working time using Company Time and Attendance App (When I Work) or a signed timecard. Exempt team members may also be required to track days or time worked. You must accurately record all your time to ensure you are paid for all hours worked and must follow established Company procedures for recording your hours worked. Some facilities also require you to punch in and out on their timeclock. Time must be recorded as follows:

- Immediately upon starting your shift.
- Immediately upon finishing work.
- The amount of time you take for a break is pre-loaded in your shift within the WIW App. Any 8-hour shift should include a 30-minute unpaid break. If you did not take "lunch break", simply note the reason in the notes section when you clock out. If you work for a CHMS building and do not take a lunch, you need signed written permission before you work through your lunch. This is accepted on the bottom of your timesheet. A double shift is preloaded with two 30-minute breaks. If you only took one, please note it. Breaks are pre-loaded for ease of payroll and invoicing.
- You must take your break "off the floor". Breaks cannot be taken in the nurse's station.

ARRC One's pay week is displayed on the WHEN I WORK APP as Sunday 12am midnight through 11:59pm Saturday. However, all facilities require us to pay you and bill them for "FIRST SHIFT on a Sunday" through MIDNIGHT SHIFT on a Saturday". If you work Midnights on Saturday, ask Cindy about your pay. Please remember to check your time sheet on paper and in the WIW app daily and double check it on a Monday. If you notice a discrepancy in pay when you receive the email or text notification that the pay stub is available, please contact Cindy BEFORE 12noon Wednesdays. Replacement Pay/Corrections are made on Wednesday and paid on Friday.

Please notify your Staffing Coordinator of any scheduling or pay discrepancies, unrecorded or mis recorded work hours, or any involuntarily missed meal or break periods. Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to Management any employee, supervisor, or manager who falsifies time entries or encourages or requires you to falsify your time entries or work off the clock.

ARRC One Staffing values everyone and their families and will work hard to keep all team members happy, healthy, and prosperous. We care for people who care for people. Any questions or concerns or suggestions are accepted. Please reach out to Cindy.

Management reserves the right to adjust the parameters of the Attendance Policy on a case-to-case basis.

I understand this Time and Attendance Policy. It overrides the Attendance Policy in the ARRC One Handbook, 2019.