

Applies to: Staff

Issued: September 2009

Updated: December 2020

### **PURPOSE**

Every employee within the Office of Business & Finance plays an integral part in enabling the unit to achieve its organizational goals and in providing high quality, dependable, cost-effective service to the students, faculty, staff and visitors of The Ohio State University. In the workplace environment, an important component of job performance is consistent, on-time attendance. To assure the best possible service for our customers, it is a Business & Finance expectation that employees maintain a good attendance record and that supervisors provide coaching and assistance in supporting this expectation consistent with applicable state and federal law, university policy and bargaining unit agreements.

### **GUIDING PRINCIPLE**

Regular and consistent attendance is considered an important performance standard of all employees. Managers and supervisors in Business & Finance will regularly review employee attendance records. It is a key responsibility of managers and supervisors to identify developing attendance problems and take appropriate remedial action.

### **DEFINITIONS**

Term	Definition
<b>Exempt staff member</b>	Staff who are not entitled to overtime pay or compensatory time off and are exempt from the provisions of the Fair Labor Standards Act (FLSA). Exempt staff members are not required to record time worked but must record absences through Workday. Exempt employees are paid monthly.
<b>Fair Labor Standards Act (FLSA)</b>	The Fair Labor Standards Act (FLSA) establishes minimum wage, overtime pay, recordkeeping, and child labor standards affecting full-time and part-time workers in the private sector and in Federal, State, and local governments.
<b>Late call-in</b>	Not complying with proper call-in procedures for unplanned absence as determined by the work unit, and/or by the bargaining agreement.
<b>No call / No show</b>	Failing to report to work as scheduled and failing to call in prior to the end of one's scheduled shift.
<b>Non-exempt staff member</b>	Staff entitled to overtime pay or compensatory time off per the FLSA. Non-Exempt staff members are required to record time worked through the timekeeping system (Workday) and time off through the submission of an absence request via Workday. Non-exempt staff members are paid on a bi-weekly basis.
<b>Occurrence</b>	One (1) absence due to illness that may span more than one consecutively scheduled shift. If a staff member (or immediate family member) is sick for several days in a row with the same illness, it is considered one occurrence. Absences of less than one (1) hour = ½ occurrence.
<b>Pre-scheduled Sick Leave</b>	Time off request submitted and approved at least 48 hours in advance of sick leave, and documentation verifying the examination, treatment, and any leave extension beyond four (4) hours submitted no later than the day the employee returns to work.
<b>Tardy</b>	Not being present and ready for work in the assigned work area as determined by the start time of the employee schedule. Any clock in time between three (3) minutes to one (1) hour after the scheduled start time is recorded as a tardy. Note: Tardy = ½ occurrence.
<b>Unplanned leave/absence</b>	Any unexpected absence that results in the use of Sick Leave, Leave Without Pay, and/or Vacation in Place of Sick Leave, that is not pre-scheduled.
<b>Work-Related Injury/Illness</b>	Work-related injury/illness will be excused from attendance review, provided proper medical documentation is submitted supporting the employee's need for absence.

---

Applies to: Staff

---

## **POLICY DETAILS**

---

### **Overall Expectations**

Staff members are expected to work or use approved paid or unpaid leave each week to meet the hours associated with their FTE (full-time equivalency) i.e. a 100% FTE position is a full-time, 40.0 hour per week position. Requests for paid or unpaid leave must be submitted to the manager via Workday.

**Non-Exempt Staff Members:** Staff members are expected to report to work at the beginning of their scheduled shift on time, and to leave and return from lunch/break periods as scheduled. Staff members are expected to be working during the time they are scheduled.

**Exempt Staff Members:** Full-time exempt staff members are expected to average at least 40 hours of work per week and may be required to work more than 40 hours per week to fulfill their position responsibilities. To fit the needs of the business, a standard work shift is not always possible. It is the responsibility of the exempt staff member to follow direction from management on the hours they should arrive for work to maintain regular and consistent attendance.

### **Documenting Time Worked - Non-Exempt Staff Members:**

To ensure accurate pay for time worked, non-exempt staff members are responsible for recording time worked through the timekeeping system (Workday) and to follow set procedures to ensure compliance with the FLSA. This includes accurately tracking and submitting one's time worked through Workday and submitting appropriate leave requests via Workday. Failure to do so may result in a delay of proper pay. Staff must clock in/out via the unit designated workstation. Other arrangements require unit approval in advance.

Employees should not work outside scheduled times, including to make up time for being late/tardy, unless the staff member has prior authorization from his/her supervisor.

Situations that cause an employee to fail to clock in or out, adjust the length of a scheduled lunch period, and/or request compensatory time earned in lieu of overtime pay must be accurately documented in Workday.

### **Reporting Unplanned Leave:**

**Staff members are expected to comply with departmental/unit call-in requirements.**

To provide adequate coverage, employees are responsible for notifying their supervisor of absences in accordance with department/unit call-in procedures. Staff members are expected to contact the appropriate designated person/phone number as determined and communicated by department management and/or bargaining unit agreements. All employees are required to indicate the general reason for the absence at the time of call-in and add a comment in the associated Workday absence request. It is recommended that medical documentation be submitted to validate absences of three (3) or more consecutive scheduled days and is required per applicable collective bargaining agreement guidelines.

The use of unplanned vacation for sick leave purposes is not permitted when sick leave balances have been exhausted, except in conjunction with approved FML or under applicable collective bargaining agreement guidelines.

Applies to: Staff

Workday requests must be submitted to the supervisor no later than the day the employee returns to work. Staff members are required to notify their supervisor each day of absence unless proper documentation has been submitted and approved in advance.

### GUIDELINES

**Unacceptable attendance and leave usage are subject to the university's corrective action policies and procedures.**

#### Attendance Review:

Any of the situations listed below occurring within a rolling six (6) or twelve (12) month period will result in an attendance review and staff members may be subject to appropriate corrective action up to and including termination. Merger and Bar prohibits the university from issuing a level notice for an incident that occurred prior to the issuance of the last formal corrective action or Level Notice. Human Resources should be consulted when attendance review is necessary or unacceptable patterns of leave usage are identified. Excessive absenteeism is defined as:

Category	Guideline Six (6) Months	Guideline Twelve (12) Months
<b>Absence Occurrence</b>	Four (4) or more occurrences of sick leave, vacation in lieu of sick leave and/or leave without pay due to unplanned leave/absence. (Excludes bereavement, FML, paid parental leave, pre-scheduled sick leave, and leave due to work-related injury) Note: Tardy = ½ occurrence.	N/A
<b>Absence Hourly Total</b>	Fifty (50) hours or more usage of sick leave, vacation in lieu of sick leave, and/or leave without pay due to unplanned leave/absence. (Excludes bereavement, FML, paid parental leave, pre-scheduled sick leave, and leave due to work-related injury)	Eighty (80) hours or more usage of sick leave, vacation in lieu of sick leave, and/or leave without pay due to unplanned leave/absence. (Excludes bereavement, FML, paid parental leave, pre-scheduled sick leave, and leave due to work-related injury)
<b>Job Abandonment</b>	Three (3) consecutive, scheduled workdays in a No-Call / No-Show status.	N/A
<b>Late Call-in</b>	One (1) occurrence of not complying with proper call-in procedures for unplanned leave as determined by the work unit, and/or bargaining agreement.	N/A
<b>No Call / No Show</b>	One (1) occurrence of failing to report to work as scheduled and failing to follow established call-in procedures prior to the end of one's scheduled shift.	N/A
<b>Other</b>	Exhibiting a pattern exceeding acceptable attendance standards within the review period, such as, but not limited to: <ul style="list-style-type: none"> <li>• Absences in conjunction with a holiday, a vacation day, bereavement, weekend, scheduled day off, unfavorable work assignments, and any combination thereof.</li> <li>• Utilizing sick leave as fast as it is accumulated.</li> </ul>	Exhibiting a pattern exceeding acceptable attendance standards within the review period, such as, but not limited to: <ul style="list-style-type: none"> <li>• Absences in conjunction with a holiday, a vacation day, bereavement, weekend, scheduled day off, unfavorable work assignments, and any combination thereof.</li> <li>• Utilizing sick leave as fast as it is accumulated.</li> </ul>

Applies to: Staff

**Sick leave usage supported by medical documentation will be treated in the following manner:**

Category	Guideline
<b>Will be counted toward excessive absenteeism</b>	1. All absence occurrences and hours <b>will be</b> counted toward excessive absenteeism, unless standards for pre-scheduled leave are met, or per CWA bargaining unit agreement. (Excludes bereavement, FML, paid parental leave, pre-scheduled sick leave, and leave due to work related injury)
<b>Will not be counted toward excessive absenteeism (Prescheduled)</b>	1. Doctor appointments that have been submitted via Workday, and approved at least 48 hours in advance, <b>will not be</b> counted toward excessive absenteeism, or per CWA bargaining unit agreement. Documentation verifying the examination, treatment, and any absence extension beyond the standard four (4) hours must also be submitted no later than the day the employee returns to work.

### MANAGING ATTENDANCE PROBLEMS

**Problem-Solving and Support:** Supervisors and union stewards (where applicable) should work together to coach employees who display unacceptable attendance patterns. Such patterns will be subject to informal coaching with the manager prior to moving into formal corrective action. The manager is to address the problem with the employee at the first available opportunity.

**Referral:** If the employee's reasons for absences or frequency of absences indicate the presence of a possible Family and Medical Leave Act (FMLA) qualifying condition/event, the manager should advise the employee of possible eligibility for Family and Medical Leave (FML). To determine eligibility, the employee should be referred to HR - Integrated Absence Management and Vocational Services (IAMVS). Once approved for FML, all applicable time off work should be edited in Workday and designated as "Family and Medical Leave." Time off work due to FML is not subject to the corrective action process.

If the employee discloses problems of a personal nature, the supervisor (and union steward, if applicable) should refer the employee to the Employee Assistance Program (EAP) and/or Human Resources.

Employees may have mitigating circumstances that they want their supervisors and managers to consider before taking corrective action. Supervisors are encouraged to consult on these situations with the employee, Human Resources, and the union steward (if applicable).

Applies to: Staff

### Responsibilities

Position or Office	Responsibilities
Employee	<ol style="list-style-type: none"> <li>1. Regular and timely attendance.</li> <li>2. Accurately record and submit time worked and/or time off in Workday in order to ensure accuracy of payroll records.</li> <li>3. Awareness of department-specific procedures regarding start times, breaks, meal periods, and reporting an unplanned absence.</li> <li>4. Communicate with supervisor regarding absence requests.</li> <li>5. Provide documentation supporting absence when necessary.</li> </ol>
Supervisor	<ol style="list-style-type: none"> <li>1. Clearly communicate all department-specific procedures regarding start times, breaks, meal periods, and reporting unplanned absences to all staff members.</li> <li>2. Maintain accurate attendance records.</li> <li>3. Identify possible FML events and notify HR IAMVS when applicable.</li> <li>4. Counsel/coach staff members exhibiting poor attendance patterns.</li> <li>5. Consult with HR Employee and Labor Relations when poor attendance is identified.</li> <li>6. Administer corrective action consistently.</li> <li>7. Accurately reflect attendance in the performance management process.</li> </ol>
Human Resources	<ol style="list-style-type: none"> <li>1. Work with supervisors and staff members to effectively manage attendance.</li> <li>2. Provide training/consultation to supervisors.</li> <li>3. Communicate policy updates to staff members and supervisors.</li> <li>4. Review/approve all attendance related corrective action requests.</li> </ol>

### Resources

**Policy and Training** (available at <https://hr.osu.edu/policies-forms> and [busfin.osu.edu](https://busfin.osu.edu))

- [Policy 8.15](#) – Corrective Action and Involuntary Termination
- [Policy 6.05](#) – Family and Medical Leave
- [Policy 6.12](#) – Flexible Work
- [Form](#) – Flexible Work Arrangement
- [Policy 6.27](#) – Paid Leave Programs
- [Policy 6.45](#) – Unpaid Leave

### Contacts

Subject	Office	Telephone	Email
Interpretation and consultation	HR Strategic Initiatives	614-688-3499	<a href="mailto:shoff.6@osu.edu">shoff.6@osu.edu</a>
Time and absence inquiries	<a href="#">HR Connection</a>	614-247-6947	<a href="mailto:HRConnection@osu.edu">HRConnection@osu.edu</a>

### History

Issued: September 2009  
 Revised: December 2011  
 Revised: July 2012  
 Revised: April 2015  
 Updated: March 2017  
 Updated: December 2020