

Guideline Name: Attendance		Department: Orange County Emergency Services
Effective Date: 08/01/2016	Issued: 08/01/2016	Approval(s): Kim Woodward, EMS Operations Manager 

Purpose

Good attendance and arriving to work on time are paramount in the Emergency Services Department in order to ensure the citizens of Orange County receive quality and timely services. It is also important for the maintenance and control of budgeted personnel costs. It is important for employees to report on time and remain at work for the duration of every shift for which they are scheduled. In order to maintain a safe and productive work environment, Orange County Emergency Services (OCES) expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on OCES operations. Poor attendance, patterns of sick leave abuse and excessive tardiness result in a lack of dependability and poor work ethic that directly impacts the work output of the work/organizational unit and routinely burdens co-workers with unfair additional duties and/or overtime work.

This Policy will serve to define the expectations of OCES for staff attendance, as well as the methods of utilizing the various forms of leave to which staff members have access. Regardless of the reason, an employee not able to work a SCHEDULED shift will be considered tardy or absent as set forth in this policy. Employees who do not comply with this policy may be subject to disciplinary action up to and including termination.

Absence and Tardy arrivals that are on the EMS Schedule and approved (including vacation, FMLA, ADA worker’s compensation leave, bereavement, jury duty, military service, and/or any other absences permitted by federal, state and local laws) are not subject to the following Attendance Policy unless used under fraudulent actions.

Scope

This policy covers EMS operational personnel.

The EMS Schedule

It is the employee’s responsibility to check the EMS Schedule on a regular basis. It is advised that you do so during each shift and prior to the start of your next shift. Part-Time employees should check the EMS Schedule on a regular and frequent basis. Any discrepancies must be sent to your Supervisor immediately.

Definitions

Scheduled - Any shift that has been approved by a Supervisor and or designee that appears in the EMS Schedule.

Unscheduled - Any change in shift that has not had the PRIOR approval of a Supervisor and is otherwise undocumented.

Clock in/out - Creating time stamp in KRONOS via phone or internet for arriving to work, going to and returning back for lunch and leaving work.

Tardy - Tardiness is defined as any late arrival to a work place assignment. This will include ambulance shifts, special events, clinical shifts, continuing educational opportunities, trainings, department sponsored meetings, and or any time as specified by the EMS Operations Manager. An employee will be considered tardy if they fail to clock in 15 minutes prior to the start of their scheduled shift.

Leaving Early - Employee leaves prior to end of scheduled shift end time.

Absent - Employee misses a full shift. If employee is forced to miss multiple consecutive shifts for the same reason/illness will be treated as one Occurrence.

Notification – The employee contacting the Supervisor by direct phone call to the Supervisor. Texting, emailing and notification through a third party are not approved methods.

No Call, No Show - An employee misses a Scheduled shift with Improper or No notification to a Supervisor. This is a most grievous violation and WILL result in disciplinary action up to and including termination.

Occurrence - Each violation of the attendance policy is considered as a single event and will accrue points as set forth in the matrix found in this document. An Occurrence is one (1) point. Thus a violation weighted as 0.5 would not be an Occurrence but a second violation of that nature would total to 1 Occurrence. See chart below for details.

Occurrence Type and Associated Points

Occurrences have associated points and points will accrue on a rolling twelve (12) month cycle. This cycle will renew starting at the date of the most recent occurrence. If 12 calendar months elapse with no additional point accrual, the points will reset. For example, an occurrence causes a point to be added in January without further points for 12 months, then the points would reset to zero the following January. If a second point is added in March of the same year, the 12 month cycle would then run from March. Exceptions for two severe infractions will not reset as noted below. The chart below shows the Types of Occurrences, their Associated Points and the Disciplinary Action that can be expected.

Process

Supervisors should monitor all assigned employees’ attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner with documentation. If supervisors recognize a pattern of unscheduled usage of leave or tardiness, this shall be discussed with the employee. Supervisors will counsel with employees regarding options to improve attendance. Options may include, but are not limited to, a change in shift assignments, employee assistance programs, etc. to assist with maintaining an employee’s work and home life balance and so further disciplinary action may be avoided. The goals of the discussion are to: 1) communicate the supervisor’s concern to the employee; 2) determine the cause of the employee’s actions; 3) identify avenues for improvement and/or development; and, 4) improve the employee’s performance.

Coaching

[description]

Counseling

[description]

Type of Occurrences	Associated Points
Tardy with notification	0.25
Tardy without notification	1
Leaving early with approval	0.5
Leaving early without approval *	3
Absent with timely notification	0.5
Absent without timely notification	2
No Call No Show *	4
Points accumulate. 1 point = 1 occurrence	
Points	Action
1	Supervisory Note

2	Coaching Session
	Counseling Session
3	Oral with Written Confirmation
4	Written Warning
5	Final Written Warning
6	Recommend Termination

All employees should be aware that while this policy allows for points to reset, any and all documentation in personnel files will remain. Management and Human Resources Department reserve the right to recommend disciplinary action where a pattern of attendance violations is evident during the course of employment.

** Because of the serious nature of these violations, the points for "Leaving early without approval" and for "No Call No Show" will not reset for 36 months. No Call, No Show is a most serious violation of OCES standards, professionalism and of this attendance policy. As indicated the above chart the first instance will result in a Written Warning and the second instance will result in Recommended Termination.*

Shift Times and Expectations

All personnel are expected to arrive 15 minutes prior to the start of their scheduled shift. Clock-ins prior to that will not be allowed. Clock-ins prior to this will be adjusted by a Supervisor.

- 24 hour shift assignments begin at 0600 hours. Ambulances on a 24 hour schedule are below. Oncoming crews are expected to arrive at 05:45 am. Arrival after 5:45 is considered tardy.
 - i. Medic 1
 - ii. Medic 2
 - iii. Medic 3
 - iv. Medic 4
 - v. Medic 5

- Peak load hours are currently scheduled as follows. The Emergency Services Director or designee may change the times for system need. Employees are expected to work extended hours as needed. EMS Supervisors have the ability to extend peak load shift hours in times of system surge for up to 3 hours. In accordance with this policy, oncoming crews are expected to arrive 15 minutes prior to the start of the following shifts.
 - i. Medic 6 0900-2100
 - ii. Medic 7 1200-0000
 - iii. Medic 8 1800-0600
 - iv. Medic 9 0800-2000

Sick Leave Notification

The Notification process outlined below is necessary to assure continuity of operations on a daily basis to minimize interruptions to response and also arise from the need to back fill and staff critical field units.

- Eligible reasons for using sick leave is defined by Orange County Personnel Ordinance, Section 28-35, Administrative Rules and Regulations (B), Sick Leave.
- 24 hour shift personnel will contact the on-duty Supervisor 6.5 hours prior to the start of their scheduled shift: e.g. 2330 hours the night before a shift starting at 0600.
- Peak load shift personnel will contact the on-duty Supervisor at least 6.5 hours prior to the start of their scheduled shift.
- Scheduled Special Event shift personnel will contact the on-duty Supervisor at least 6.5 hours prior to the start of their scheduled shift.
- In the cases of scheduled continuing education, mandatory meetings and light or administrative duty; personnel will contact the on-duty supervisor prior to the start session. These shifts typically do not require back filling and therefore differ from the above in the amount of notification required.
- Extended Sick Leave:
 - i. If any employee's illness last more than two (2) consecutive 24 hour shifts or three (3) consecutive peak load shifts a doctor's note shall be required. If the employee will miss more than three consecutive shifts or requests to use leave, the supervisor will refer the employee to Human Resources to determine FMLA eligibility, specifications found in Orange County Personnel Ordinance, Section (IV).
 - ii. If leave is deemed to be excessive a doctor's note shall be required.
 - iii. Management may refer an employee to Orange County Human Resources for a fitness for duty evaluation following extended Sick Leave and/or signs that employee is having difficulties performing the physical duties and/or mental focus required of the position.
 - iv. Planned Leave. If the employee will miss more than three consecutive shifts or requests to use leave, the supervisor will refer the employee to Human Resources to determine FMLA eligibility, specifications found in Orange County Personnel Ordinance, Section (IV).
 - v. Administration reserves the right to require employees to provide a note from a doctor verifying that extended absence was caused by a medical situation.
 - vi. Sick Leave requests must be entered in KRONOS by the employee unless sick leave occurred on pay period end date. The Supervisor has the authority to enter with notation the leave used.

Vacation Leave Days Requests

- a. Operational staff shall make requests for vacation two (2) months in advance of the requested time off. Vacation requests will be submitted to the staff member's direct Supervisor utilizing KRONOS.
- b. Vacation requests must be approved or denied by their Supervisor, after the

- Supervisor receives verification from the appropriate Schedule Coordinator that the time can or cannot be covered.
- c. No more than one (1) Medic or Field Training Officer may take the same shift day off based on approved Annual Leave requests.
 - d. No more than one (1) EMT may take the same shift day off.
 - e. No more than one (1) Supervisor may take the same shift day off.
 - f. Trainees will have the signature of their assigned Supervisor on any request made prior to taking time off to insure they have the accrued time. They then will submit in KRONOS as usual.
 - g. Requests will be granted or denied based on accumulated time (annual or sick.), workload and staffing availability. Employees must have accumulated the hours requested prior to the request for time off.
 - h. Short notice requests will be reviewed on a case-by-case basis by the Supervisor in coordination with the scheduler.
 - i. Supervisors are responsible for assuring adequate staffing of their shifts at all times.
 - j. If an employee is scheduled to work a shift that falls the day before, the day of or the day after a County Holiday; the employee must arrange for their own coverage regardless of how far in advance the request is made. This requirement also applies to Halloween and Training Dates.
 - a. Vacations requests for extraordinary circumstances for the above cannot be approved by Supervisors. They must be submitted directly to the EMS Operations Manager.