

CLINICAL SUPPORT SERVICES ATTENDANCE GUIDELINES

Clinical Support Services (CSS) supports the care of patients, 24 hours per day, 7 days per week. CSS staff are expected to report on time for all scheduled shifts. This includes overtime shifts that the employee has committed to. CSS staff are considered essential personnel and must make every reasonable and safe effort to report for scheduled shifts, even in severe weather conditions or disaster situations.

These guidelines apply to all Clinical Support Services staff, independent of geographic locations, position held and hours of employment.

- **Scheduled Earned Time (ET)** is time taken off that is requested in advance and approved by the Operations Manager
- **Unscheduled Absence (UET)** is time taken off without prior approval from the unit OM or designee.
 - If you are feeling ill or have an emergency, as a courtesy, please contact your unit and OM at least 4 hours before the start of your shift
 - Always call the unit you are working on first to alert them that you will not be coming in, followed by your OM or the covering manager. If they do not answer, always leave a voicemail message
- **Kronos Swipes/Punches** are the indicator of when an employee arrives and leaves MGH. USAs at MGH are required to wear their ID badge daily, and punch in and out for their shift in their designated work area.
 - *If you forget your badge, go to the Police and Security office in the Gray basement for a temporary badge*
- An **Occurrence** is an event/episode/incident of unscheduled absence
 - calling out for a scheduled shift = 1 unscheduled absence
 - consecutive, uninterrupted absences (for ex. being out sick M, T & W) = 1 unscheduled absence.
 - any 2 instances of tardiness/leaving early (10 min), taking longer than scheduled breaks or being absent from the work area for extended periods, etc. without prior approval from OM or designee = 1 unscheduled absence
 - any 2 instances of a missed swipe, forgotten badge, or off-unit punch = 1 unscheduled absence
- As a general rule, corrective action for unscheduled absence will be initiated in accordance with the table below:

Corrective Action Steps	Scheduled Hours per Week			
	40	39-30	29-20	<20
	Occurrences of Unscheduled Absence Within a Rolling 12 Month Timeframe			
Counseling	4	3	2	1
Verbal warning	5	4	3	2
Written warning	6	5	4	3
Final written warning	7	6	5	4
Discharge	8	7	6	5

- ✓ Corrective action is active for one year from the date on which it is given. For example, if you receive a written warning in October 7, 2023 that written warning will be active until October 7, 2024.
- ✓ Taking on additional shifts/hours should not negatively impact one’s ability to work scheduled shifts/hours. If you have committed to work additional hours you will be held accountable for your attendance on those shifts.
- ✓ New employees who are within their first 90 days are not eligible for the corrective action process.

Effective 2/8/23.