

IV. ATTENDANCE AND OTHER GUIDELINES

A)



ABSENCES



The University of Iowa Hospitals and Clinics strives to provide a safe, supportive, and healthy work environment for staff that is both productive and engaging. The Hospital recognizes that its staff members are diverse and have a wide range of personal and family obligations. Some of these circumstances can be complex and at times difficult, potentially affecting the staff member's ability to be present and productive when at work. It is vital that UIHC and its staff members strive to meet their individual responsibilities regarding attendance and use of leave benefits.

What is the expectation of employee attendance?

- Being on time
- Work as scheduled
- Employees are encouraged to attend work regularly and consistently.

Employees are encouraged to stay at home if suspected of having a contagious illness such as but not limited to, common cold, flu, or flu like symptoms, or any type of illness with fever.

If you are unable to be at work for any reason, all Employees should follow these procedures:

When to Call?

- If possible at least 30 minutes before the start of your shift.

Who to call?

- Your Supervisor is the preferred contact however; you can call your Shop. The key is to talk to someone, even if you have to wait closer to the start of your shift. If you cannot make contact with anyone, it is permissible to leave a voice mail message with your Supervisor.

***An Employee will never be asked to divulge information concerning their illness.**

What to do when you return?

- Complete an absence request in ELMS on your first shift following your absence. In short, as soon as you return to work.
- Medical slips are not required with short term spontaneous absence request however, your Supervisor may ask for this documentation.

What about Spontaneous request?

These are vacation or compensatory time requests made for time off on the same day without previous notice.

- Based on work needs and staffing the Supervisor will evaluate an Employee's request for spontaneous vacation and choose to accept or deny the request.

In Summary to Absences

The following represent guiding principles that are expected to create and maintain a balance that supports both individuals and the organization.

- Honest and open communication
- Shared responsibility for outcomes
- Promotion of maximum health, engagement and productivity
- Excellence in service
- Stewardship of resources
- Best practices that promote and support regular attendance

Absences Summary *continued*

Staff members contribute toward the achievement of the UIHC goals by being present and attentive to their duties while at work. Employees are expected to:

- Make reasonable judgments in their efforts to be at work, maintain regular attendance, and be engaged while at work.
- Actively communicate in a timely manner with their supervisors about their attendance and need to request leave.
- Take reasonable care to maintain their personal health in order to be productive and are encouraged to maintain healthy lifestyle practices and take appropriate preventive health measures.
- Be responsible in balancing work obligations, impact upon co-workers, customers, and clients with personal considerations in scheduling leave, and schedule absences in advance whenever possible.
- Use leave benefits in the manner for which they are intended: vacation to provide for periods of rest, relaxation, or other personal needs; sick leave, as a reserve to use if unable to work due to a personal health condition; and family caregiving, adoption, or bereavement leave if and when these circumstances arise.

Department Leadership is expected to provide an environment that fosters a healthy and productive workplace, to support the recruitment and retention of staff. Management is expected to:

- Promote the health, engagement, and productivity of staff.
- Recognize the applicable rights and benefits for leave, the occasional need for unscheduled leave due to unanticipated illness or emergency, and the privacy of individuals, when appropriate.
- Balance operational needs and efficiencies with the interests of staff members in making staffing decisions.
- Exercise judgment in the management of performance, which may be impacted by attendance.
- Promote work life balance; be responsive and supportive of staff needs and work to accommodate individual circumstances, whenever reasonable.
- Be supportive of the interests of co-workers and customers impacted by any staff member's absence, and provide support and assistance whenever possible to minimize disruption due to absence

Each Supervisor keeps a daily log of absences and this information is periodically reviewed with Departmental leadership and UIHC Human Resources as needed. Correct reporting and coding is one of the objectives for this record keeping and review. Statistics are kept for national reporting and comparative standards so insuring that authorized absences, FMLA and LOA are documented properly along with the spontaneous and unexpected absences helps not only our department but contributes to the overall reporting as well. Additionally, time off in any form affects the Departmental budget as well as the Hospital budget and productivity. If you need any clarification in regards to the above please contact your Supervisor.

There are many programs and benefits, which are not identified in this document, as it was not intended to be all-inclusive. UIHC Human Resources and the UI Benefits office can answer any questions that arise.

The key to success is communication with your Departmental Leadership.

B)

Time Clock Guidelines/Expectations & Examples,

- 1)** There is a 6 minute overall window to clock in and out. This is interpreted as; on a scheduled shift you should clock in no earlier than 3 minutes prior to the start of your shift to 2 minutes after the start of your shift. The reverse applies to clocking out; no earlier than 3 minutes prior to the end of your shift to 2 minutes after the end of your shift. Clocking in prior to 3 minutes before the start of a shift will result in non-authorized overtime unless prior arrangements have been made with your Supervisor or there is an emergency that requires immediate attention. Repeated clocking's of this sort without the aforementioned communication could lead to a consultation with your Supervisor. Clocking in 3 minutes after your shift begins will result in loss of time that may be taken from vacation at the end of the two week pay approval period. The reverse is applied to clocking out. Clocking out over 2 minutes after your shift ends will result in non-authorized overtime unless either prior arrangements have been made with your Supervisor or there is an emergency that requires immediate attention or a continuation of work that needs to be completed before finishing the day. Repeated clocking's of this sort without the afore mentioned communication could lead to a consultation with your Supervisor. Missing time may **not** be adjusted without approval of your Supervisor.
- 2)** On regular work days you only have to clock in at the beginning of your shift and clock out at the end. You do not have to clock out for lunch **unless** you are leaving the hospital grounds for personal reasons for example; going to get lunch at a restaurant or "fast food" establishment, paying a personal bill, visiting a friend or spouse, etc. **These are examples only and not intended to be all inclusive.**
- 3)** Staff may use the "No Lunch" Code only after prior approval of your Supervisor. ELMS takes out ½ hr (30mins) for each 4 continuous hours of recorded time. **This code is used on the OUT punch for the day.**
- 4)** Staff are asked to clock in and out on one of the 5 designated clocks within the Engineering areas unless you have made prior arrangements with your Supervisor. The clock located in Ramp 1 is exclusively for the Grounds Shop Staff. Exceptions to this guidance are working scheduled overtime and emergency call back. The 5 locations are; two in the shop area in the Basement of BT, entrance to the Work Control Center, the Mechanical shop and outside of the Med Instruments Machine shop.
- 5)** When called back during Stand-by period staff should **clock-in at the first available time clock using the "Call-Back" code 15 and clock-out using the same code at any time clock** when your work is complete using the same special code.
- 6)** Request forms for FMLA, overtime and comp time etc. will still be used in the same manner as before ELMS. This is also true for Call-In forms as well.
- 7)** Staff are responsible for making requests (missed clocking, vacation, sick etc.) through the ELMS Portal on a computer or one of the touch screen time clocks. Response by your Supervisor to these requests will be made according to the current AFSCME contract.
- 8)** Staff are responsible for making ELMS request(s) in a timely fashion. For example; unplanned sick request(s) are to be entered into the ELMS on the morning you return. ELMS Employee Time Records are approved by the Supervisors every two weeks. However Supervisors should check these on a daily basis to ensure the record is up-to-date.
- 9)** Remember that the card readers (or clocks) are proximity readers and not card swipe. When clocking remember to simply hold your card at the appropriate spot, when the green light appears you have successfully recorded the time.
- 10)** When requesting time off (i.e., Sick or Vacation) that will include the lunch hour the employee should remember to take out the ½ hr (30 minute) lunch period. As an example; an employee is scheduled for 0700 to 1530. He/she request to be away from 1000 to 1300 for a doctor's appointment. The employee should request 2.5 hours sick rather than 3 taking into account that there will be a 30 minute lunch period during this time. With this example it would better serve the employee and Supervisor if they simply informed their Supervisor they have an appointment, clock out then clock back in and fill the missing time with the appropriate request.

Things to Remember

The preceding guidelines are an overview with regards to what is expected. Basically, clock in and out at the appropriate assigned time, clock in and out on the appropriate clocks during your normal assigned hours, codes we commonly use are posted at each clock station (if not, inform your Supervisor), check your time in the ELMS Portal or at the large time clock at least three times a week, make request(s) in ELMS as soon as possible, do not wait till the last day before the finalization, do not wait after the pay period (every two weeks) to have call-back or overtime adjusted. If this occurs and it is a week into a new month time may not be altered. As an example but not all inclusive, you had been called in on May 1st but did not put in the call back code. On July 10th you want make a request to have this pay retroactive. This type of request may not be granted. Each request will be assessed on a case by case basis.

You will need to log into the ELMS portal using your Hawk ID and Password. For basic operation a guide for the ELMS portal and other information can be found at the ELMS Share Point site ELMS can be found on your Start Menu, or you can type "elms" into the URL area on the internet (internal only).

Last but certainly not least, communicate with your Supervisor.



C)

University Employee Health Clinic

The University Employee Health Clinic (UEHC) serves all University of Iowa employees and provides a variety of prevention and treatment services based on the employee's workplace tasks and potential exposures.

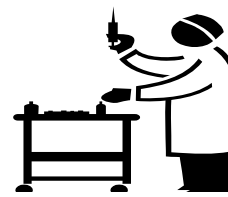
UEHC provides new employee health screenings, audiometry, tuberculosis skin testing, and pulmonary function screenings. Our staff also evaluate and treat employees with exposures to environmental hazards, infectious agents, and blood-borne pathogens. Other services include influenza vaccinations, blood pressure checks, tobacco cessation counseling, animal exposure screenings, and reproductive hazards counseling.

Note: While UEHC serves all University employees, services for campus personnel who have no patient contact differ from services for employees working within the hospital. To help make the difference clear, we will refer to “Services for UI Employees” and “Services for UI Health Care Employees.”

The University Employee Health Clinic (UEHC) is located on First Floor, Boyd Tower (BT) Room 1097-1.

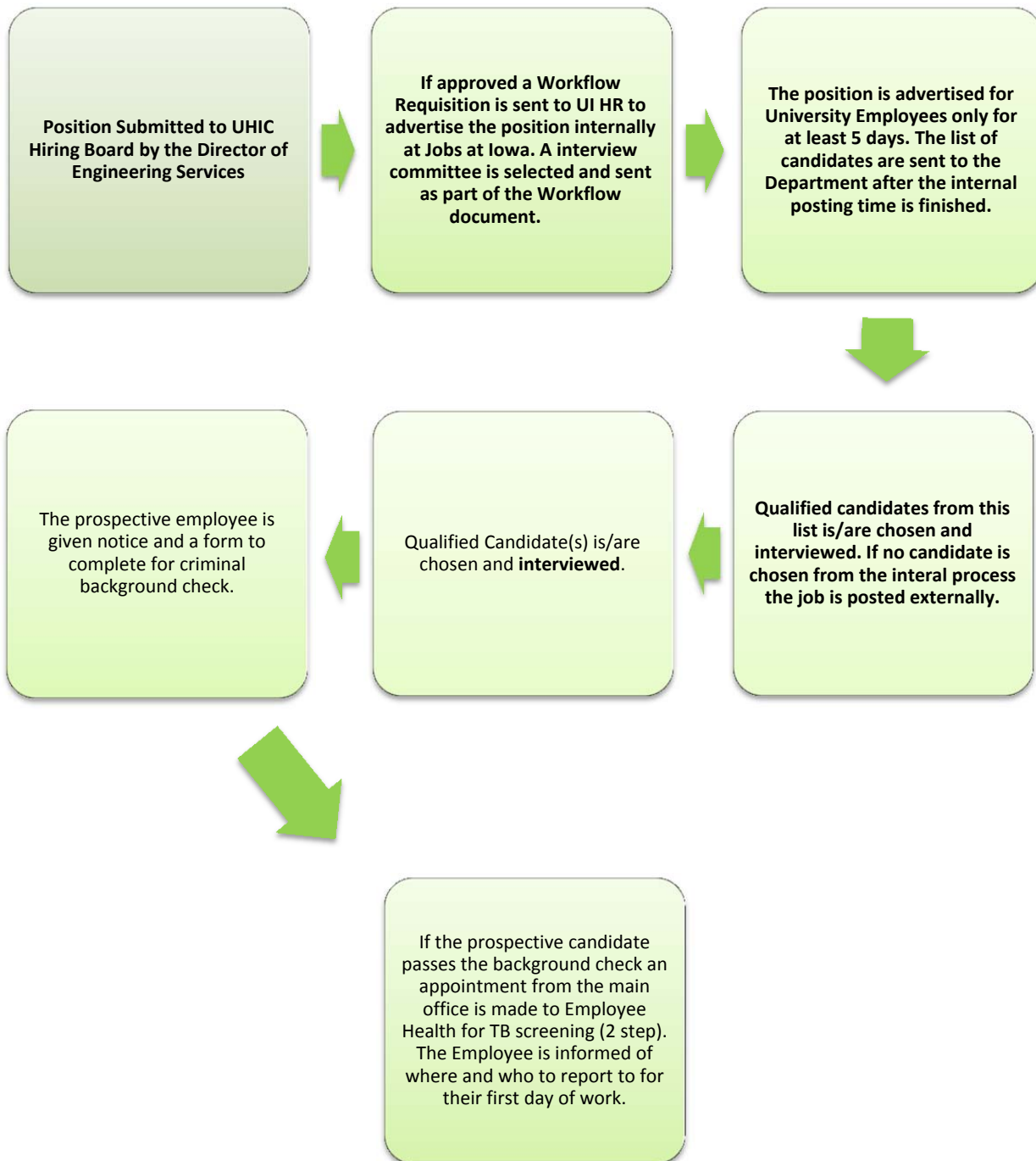
Currently UEHC does not provide sick-call services. Please see your primary care provider for evaluation. Other available services include UI Quick Care, the Family Medicine Clinic- Family Care Center, or one of the UI Community Medical Services Clinics (UICMS).

- UI QuickCare
- Family Medicine Clinic–Family Care Center



D)

HIRING PROCESS OVERVIEW



This entire process can take up to 6 weeks to complete.

E)

KEY Behaviors

1. Practice Safety
2. Respect Dignity and Privacy
3. Be Courteous
4. Listen, Explain, and Show Concern
5. Make Eye Contact and Greet
6. Provide Timely Assistance
7. Look and Act Professional



The expectation is that these behaviors be extended not only to our Patients and Visitors but also to Hospital Staff in Engineering Services and other Departments

Every Employee is expected to attend a Service Excellence Basic Training Session.

To Summarize Overall

The nature of this Hospital setting requires that Engineering Services personnel be especially sensitive to the needs of patients and visitors. As well, the professional atmosphere of this Hospital requires that Engineering Services personnel treat other Hospital staff with respect. In view of this, the following additional guidelines are to be followed by Engineering Services personnel.

- A. When entering an area to perform work, announce yourself to the person requesting the work or the person in charge. Give them an overview of what the work will involve.
- B. If the work requested will involve a delay; advise your contact of the reason for the delay and how long the delay may be.
- C. If a delay continues longer than previously noted to your contact, update him/her periodically on the reason and progress.
- D. When you have completed the requested work, make sure you perform general clean up and advise Housekeeping of any additional clean up needed.
- E. Advise your contact when you have completed the work. Let them know whom to call if problems arise. Of course, they may call you.
- F. If you investigate a problem or request that is the responsibility of another Engineering Services shop, advise your contact that you will forward it to the proper party, and promptly do so. Keep in mind, these people are our customers and have requested Engineering Service's help. In addition, we are all Engineering Service.

Everyone who requests our service is our customer. They deserve our courteous treatment. While we may expect like treatment in return, that may not happen. The treatment of our customer must remain positive and pleasant.

Every Employee is expected to attend a Service Excellence Basic Training Session.

Summary continued

If you find yourself in a situation, where a confrontation is likely and you do not believe you can resolve it:

1. In a courteous manner, break off the discussion as soon as possible, letting the individual know you will present the problem to your Shop Supervisor.
2. Promptly notify your Shop Supervisor and provide all pertinent information.
3. The Shop Supervisor is to contact the individual and / or notify the Operations Manager of Engineering Services and resolve the problem.
4. You should remember that you might be asked to work with the individual again. It is in all of our best interests to maintain a positive and pleasant relationship with everyone.
5. Under no circumstances should a confrontation be held in front of (or certainly with) a patient, visitor or departmental staff. Such action is completely unacceptable.

G. Personal Hygiene: While this is covered by The University's Work Rules, be particularly careful with:

1. Appearance of uniforms
2. Body odor
3. Breath odor

Be positive, pleasant, courteous, and helpful and always practice ***Excellent Customer Service***.

We Are



World Class **People.**