

STANDARD OPERATING GUIDELINE



[Attendance]

Department: Operations

SOG #201

Applicable to: All Staff

Effective Date: 1 Mar 2020

1 Page

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding staff member attendance and timeliness.

Scope:

The scope of this document applies to all staff reporting to the Operations Chain of Command. Staff is responsible for being reliable and arriving to work when scheduled. Multiple unexcused absences or patterns in absences are subject to review and may result in disciplinary action. Tardies and truancies will be tracked in eSchedule and reviewed on a regular basis.

Guideline:

1. Attendance and punctuality is an important factor in your involvement with the agency.
 - 1.1. Any personnel clocking in after their scheduled start time is “Tardy”
 - 1.2. Any personnel that is out for greater than half their shift is “Absent”
 - 1.3. All tardies and absences will be considered one “whole” occurrence.
 - 1.3.1. In the event an employee misses two (2) or more consecutive shifts due to an illness, those absences will only count as one (1) occurrence provided the following is met:
 - 1.3.1.1. The employee did not work at any time between the shifts they were absent from
 - 1.3.1.2. The employee has a note from their physician documenting the illness and providing the date the employee can return to work
 - 1.4. One to Three occurrence are cause for a Note to File
 - 1.5. Four to Six occurrences are cause for a Written Counseling Memo
 - 1.6. Six to Nine occurrences are cause for further disciplinary action, in accordance with the Progressive Discipline plan.
2. Sick Calls must be made with at least two (2) hours notice by calling the Shift Supervisor.
 - 2.1. Notification must be made by a phone conversation. Text and/or email is not acceptable.
3. Sick Calls with less than two hours notice will prompt a note to file, regardless of previous occurrences.
4. Any missed time will have available PTO applied until it is exhausted. Leave without Pay (LWOP) is only available once PTO is exhausted.
5. Any staff utilizing LWOP that is planned in advance of the schedule being published will have no occurrences. LWOP without coverage provided is an occurrence.

This document supersedes any documents on the topic dated prior to the effective date noted above.