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| <b>Name of Policy:</b> Calling Off – Staffing Line                              |                                   |  |
| <b>Policy Number:</b> 3364-104-806  |                                   |  |
| <b>Approving Officer:</b> Chief Executive Officer                               |                                   |  |
| <b>Responsible Agent:</b> Food & Nutrition Management                           |                                   |  |
| <b>Scope:</b> University of Toledo Medical Center,<br>Food & Nutrition Services |                                   | <b>Effective date:</b>   |
|   |                                   | <b>Original effective date:</b> 6/1997   |
| Key words: Call Off, Staffing, Nutrition, FMLA, Schedule                        |                                   |  |
|   | New policy proposal               | Minor/technical revision of existing policy  |
| X   | Major revision of existing policy | Reaffirmation of existing policy   |

(A) Policy statement

Food and Nutrition Services (FANS) has an established call-off process to monitor and meet staffing guidelines, promoting efficient record keeping, and allow promptness of quality care.

~~All employees will be at their appointed workplace, ready to work at their scheduled starting time. Employees will remain at such workplace until their scheduled quitting time. All work must be completed before leaving for the day.~~

(B) Purpose of policy

Food and Nutrition Services provides staff with a mechanism to utilize for calling off sick or FMLA from their shifts or to request personal time to ensure that operational requirements are met for each shift. ~~This includes all Hourly Bargaining Unit employees and all Hourly Bargaining Unit Exempt employees (Supervisors).~~

(C) Procedure

- (1) All employees are expected to be at their appointed workplace, in position, and ready to work within 5 minutes of their scheduled start time.
  - (a) Employees will remain at such workplace until their scheduled quitting time. All work must be completed before leaving for the day.
  - (b) Abuse of sick time or tardiness will not be tolerated.
- (2) ~~Employees will be required to notify the Food & Nutrition (call-off) Staffing Line at least one (1.0) two (2.0) hours before the start of their scheduled start time to begin work if they are ill or for some unavoidable reason must miss work or be late. If for any reason a third shift comes available in F & N, the employee(s) will need to notify the supervisor/manager on duty one and one-half (2) hours prior to the start of their scheduled shift.~~
- (3) If the employee is sick ~~and has available sick time~~ or using an approved or pending FMLA ~~absence only~~, the employee must call the Food & Nutrition call-off line ~~will be~~

- ~~called at (419-383-6717) at least 1-two (2.0) hours before their scheduled shift and leave a voicemail that they are calling off sick or FMLA.~~
- ~~(a) The employee must state name, shift, and reason unable to report as scheduled~~
  - (b) In the voicemail, the employee must clearly state their name, shift and if they are using sick time or an FMLA.
    - (i) If the employee has multiple FMLAs, they must state which they must state which one.
  - (c) Any “pending FMLA” call-off will be marked as sick and pointed in the employee’s attendance tracker until the FMLA is approved.
  - (d) Staff may only call off from their shift as sick or FMLA
    - (i) If no reason is stated in the message or unauthorized reason is provided (i.e., car won’t start, unable to obtain a ride, not coming in, etc.) it is considered unauthorized time off which is subject to progressive discipline up to and including termination.
  - (e) Employees ~~need~~ should call in unless they are unable to because of an emergency situation. Only then ~~can~~ may a family member or other representative call for the employee.
  - (f) Employees must have enough accrued sick time to cover their entire shift, or the call off will be considered unauthorized and unpaid and may lead to subsequent disciplinary action based on applicable University policies and contract articles.
- (4) Family Medical Leave Act (FMLA)
- (a) If the employee is going to be off work more than 3 consecutive days due to a serious illness, they are required to contact the Human Resource Department at 419-383-6785 to inquire about the proper leave application.
  - (b) Whenever a staff member uses their FMLA, they must ~~employee~~ also report the time used to FMLASource via phone (1-833-955-3388), app, or website (<https://www.fmlasource.com/FMLAWeb/login/login.xhtml>) within 24 hours.
  - ~~(c) If the employee currently has multiple FMLAs, they must state which one. There must be a current FMLA to state that the call off is for “FMLA.”~~
- ~~(5) If the employee is calling off related to a pending FMLA, employee must state “pending FMLA” in the voice message.~~
- ~~(6) If no reason (sick or FMLA) is stated in the message; or unauthorized reason is provided on the call-off line, it is considered unauthorized time off which is subject to progressive discipline up to and including termination.~~
- (7) Personal Time Requests
- (a) It is recommended that staff submit any personal time off requests at least two weeks before the next schedule is posted, which will be approved or denied by department management and returned to the employee.
  - (b) If on the day of their shift, ~~employees calling off that need to call off sick but have sick with little or no accrual of sick time in their bank(s), or those employees that wish or need~~ to request the time off work using other bank time (vacation, comp, personal, unpaid), ~~will be are required to~~ may call the department manager/supervisor on duty at 419-383-6717 419-383-1045 at least one hour before their scheduled shift begins and leave a message for the supervisor/manager on duty stating the following: name, shift, the request for time

~~off, a working call back number for the supervisor/manager to call back and~~ to discuss the situation.

- (i) The supervisor/manager on duty leader may grant or deny requests based on operational ~~needs~~ **factors, such as staffing levels, patient count, etc.**
- (ii) A request does not automatically grant the time off. Approval must be obtained by the manager/supervisor on duty.
- (iii) **Failure to report to duty may result in progressive disciplinary action.**
- (iv) Employees are encouraged to inform their immediate manager/supervisor of any problems they are experiencing that may be affecting their attendance.

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| <p>Approved by:</p><br><br><p>_____</p> <p>Daniel Barbee<br/>Chief Executive Officer</p><br><br><p>_____</p> <p>Date</p><br><br><p>_____</p> <p>Joshua Krupinski<br/>Director, Food &amp; Nutrition</p><br><br><p>_____</p> <p>Date</p><br><br><p><i>Review/Revision Completed by:</i><br/><i>Director, Food &amp; Nutrition</i></p> | <p><b>Policies Superseded by This Policy:</b></p><br><p>Initial effective date: 6/1997</p><br><p>All Review/Revision Dates:</p> <p>6/1998<br/>8/1999<br/>3/2000<br/>2/2001<br/>2/2002<br/>11/2007<br/>6/2/2008<br/>7/1/2011<br/>7/1/2014<br/>7/1/2017<br/>4/23/2019<br/>7/6/21<br/>5/3/22</p><br><p>Next review date:</p> |
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