


Name of Policy: Calling Off – Staffing Line		 Effective date: 8/2025 Original effective date: 6/1997
Policy Number: 3364-104-806		
Approving Officer: Chief Administrative Officer		
Responsible Agent: Food & Nutrition Management		
Scope: University of Toledo Medical Center, Food & Nutrition Services		
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.

(B) Purpose of policy

Food and Nutrition Services provides staff 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.

(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) If the employee is sick or using an approved or pending FMLA, the employee must call the Food & Nutrition call-off line at (419-383-6717) at least two (2.0) hours before their scheduled shift and leave a voicemail that they are calling off sick or FMLA.
 - (a) 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.
 - (b) Any “pending FMLA” call-off will be marked as sick and pointed in the employee’s attendance tracker until the FMLA is approved.
 - (c) 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 unapproved/unauthorized time off which is subject to progressive discipline up to and including termination.
- (d) Employees should call in themselves unless they are unable to because of an emergency. Only then may a family member or other representative call for the employee.
 - (e) 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.
- (3) 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 Human Resource Department at 419-383-6785 to inquire for the proper leave application.
 - (b) Whenever a staff member uses their FMLA, they must 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.
- (4) 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 that wish to request time off work using other bank time (vacation, comp, personal, unpaid), may call the department manager/supervisor on duty at 419-383-1045 to discuss the situation.
 - (i) The supervisor/manager on duty leader may grant or deny requests based on operational 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.
- (5) Employees are encouraged to inform their immediate manager/supervisor of any problems they are experiencing that may be affecting their attendance.

<p>Approved by:</p> <p>/s/</p> <hr/> <p>Marci Cancic-Frey Chief Administrative Officer</p> <p>8/13/2025</p> <hr/> <p>Date</p> <p>/s/</p> <hr/> <p>Joshua Krupinski Director, Food & Nutrition</p> <p>8/13/2025</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by:</i> <i>Director, Food & Nutrition</i></p>	<p>Policies Superseded by This Policy:</p> <p>Initial effective date: 6/1997</p> <p>All Review/Revision Dates:</p> <p>6/1998 8/1999 3/2000 2/2001 2/2002 11/2007 6/2/2008 7/1/2011 7/1/2014 7/1//2017 4/23/2019 7/6/21 5/3/22 8/2025</p> <p>Next review date: 8/2028</p>
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