

ATTENDANCE AND PUNCTUALITY POLICY

Purpose / Intent

The AMS cares deeply about our employees' health and wellness, and the AMS strives to provide excellent customer service to all our customers and patrons. AMS managerial staff have the responsibility to create schedules that meet business needs and provide sufficient employee coverage to ensure outstanding customer service. Managerial staff must also ensure that employees are made aware of their schedules in advance so there can be some predictability in creating an acceptable balance between work and personal lives.

Furthermore, it is each manager's responsibility to ensure that AMS employees adhere to their schedules to provide appropriate coverage. In turn, employees are expected to report to work (ready to work) at the assigned time, work through their scheduled shifts, perform their assigned duties, and take meal breaks when scheduled.

These guidelines have been written to assist managerial staff and their employees through the process of identifying and addressing issues for both hourly and salaried employees. Thus, it is important for managers to communicate expectations, evaluate attendance practices, identify variances from the posted schedule, and address attendance shortcomings within a reasonable timeframe.

The guidelines set forth apply primarily to hourly employees; however, salaried employees also have a duty to adhere to their assigned work schedules including:

- Reporting for work (ready to work) at the assigned time,
- Adhering to the work schedule whether written or unwritten,
- Working through scheduled shifts,
- Performing assigned duties,
- Taking meal periods as scheduled, and
- Attending accepted calendar invites

Managerial staff who have salaried employees with attendance issues should partner with the Human Resources Office to address each situation as a failure to adhere to the schedule (see “Failure to adhere to the schedule” in “Definitions” below).

Terminology

The term “attendance infraction” means an attendance or punctuality event that can result in the administering of progressive discipline.

The term “excused absence/tardiness” means an absence or tardiness incident that will be excused by managers and will not count toward attendance infractions for purposes of progressive discipline. See “Excused Absences and Tardiness” section below for details.

The term “unexcused absence/tardiness” means an absence or tardiness incident that was not planned and/or not approved by management. Unapproved absences will result in the exhausting of sick/personal time (if available).

The term “no call/no show” means an employee fails to call in and report to work when scheduled at least one hour after the employee’s designated start time.

The term “missed punch” means an employee failed to clock in or out for a scheduled shift or meal break. A pattern of missed punches may result in disciplinary action.

The term “failure to adhere to schedule” means an employee fails to be at the designated place of work in accordance with the posted schedule for hourly employees or the expected/agreed upon arrival time for salaried employees. Likewise, if an employee fails to work the entire workday as scheduled or fails to take meal breaks as scheduled, the employee has failed to adhere to the schedule. Failure to adhere to the schedule may result in disciplinary action.

The term “meal break” means an employee has worked in excess of five (5) hours and takes a 30-minute unpaid break period. If meal break time allowances are exceeded, it may result in disciplinary action.

Scope

This policy applies to all AMS waged and salaried employee positions, held by students of Queen’s University.

Policy

1. Process

Employees will be disciplined for unexcused attendance infractions in a contracted term. Attendance infractions are attendance and punctuality events that result in the administration of demerits, in the case of service staff, or documented discussions in the case of salaried staff, assistant managers, or general staff. A manager would assign the appropriate level of progressive discipline after reviewing a combination of the variance report, time clock records, conversations with the affected employee, and any other records related to attendance. Managers should first confirm that the staff member was in fact absent or failed to adhere to their schedule and that no exceptions are required to excuse the attendance or punctuality event. Each of the following is considered an attendance infraction:

- Unexcused absence
- Late arrival (one minute or more past the specified start time)
- No Call No Show (NCNS)

2. Excused Absences and Non-Adherences to Schedule

There are certain absences and incidents of tardiness that will be excused by managers and will not count toward attendance infractions for purposes of progressive discipline. The following will be considered as excused:

- Unpaid, job-protected Leaves of Absence, or other exceptions required by statutory accommodation obligations, under applicable Provincial Legislation
- Employer or AMS-approved leaves of absence
- Any time-off request including Sick/Family Responsibility days, vacation, and leaves that have been submitted by an employee and approved by a manager
- Any schedule variation that has been approved by a manager in advance

3. Use of Sick/Family Responsibility Leave Days for Hourly Employees

Up to three (3) unpaid, job-protected sick/family responsibility leave days (or what is required by provincial statute) will be considered as an excused absence if available. Unexcused absences over the three (3) unpaid, job-protected sick/family responsibility leave days (or what is required by provincial statute) within a contracted term will result in progressive discipline. Employees must notify their leader when they are claiming a sick/family responsibility leave day(s). If part of a day is taken off on account of a sick leave or family responsibility leave, it

will be counted as a full day taken with respect to the employee's entitlement to that leave under the Employment Standards Act (ESA). In no event will an employee receive less unpaid leave of absence than is required by ESA.

4. Reasonable Notice and Procedure for Calling In

An employee is expected to provide reasonable notice to management when they are going to be absent by calling the manager on duty and reporting the absence ~~or tardiness~~. In the case of a salaried staff, assistant managers, or general staff, they should be contacting their direct manager. When possible, an employee should give notice 24 hours before the beginning of a scheduled shift. When advance notice of 24 hours is not possible, staff should make every effort to give notice as soon as possible, preferably before the beginning of the start time of the scheduled shift. Failure to give notice of an absence or tardiness prior to the beginning of a scheduled shift could result in a no call/no show, accumulation of demerit or documented discussion, and possible disciplinary action in accordance with the Progressive Discipline Policy. Giving notice does not automatically excuse an absence.

5. Dayforce Attendance Logs

When an employee calls work to report an absence or tardiness, they should speak to a manager. In situations where a manager on duty takes the call, it is critical for the manager taking the call to document the attendance conversation in the Dayforce schedule.

6. Schedule Changes and Requests

If the schedule is changed after it has been published or posted, those employees whose schedules have been changed should be notified of the change. If the employee is absent or tardy because they were not informed of the schedule change, there shall be no resulting attendance infraction assigned. If an employee wishes to switch a scheduled shift with another employee after a schedule has been posted, the schedule change must be approved by a manager in advance of the shift. In the event that a staff member is unable to find a replacement, it is their responsibility to fulfill that shift. Failure to fulfill that shift may result in disciplinary action.

Monitoring

Monitoring for compliance with this policy will be carried out by the Human Resources Office.

Responsibility and/or contact person	Human Resources Office
Approved by	Board of Directors
Date initially approved	November 26, 2022
Date last revised	November 26, 2022
Date of next review	Every two years, or when significant change dictates a need for revision.
Related policies, procedures, and guidelines	Progressive Discipline Policy, Remote Work Policy, Standards of Performance
Policies superseded by this policy	[N/A]