

# Time & Attendance Policy



**Organization Name:** Key 360 Support Services, LLC

## **Policy:**

Timely and regular attendance is an expectation for all Key 360 Support Services team members. To ensure adequate staffing, reliable support for service recipients and families, and a positive team morale throughout the organization, team members will be held accountable for adhering to their assigned schedules. Service recipients and families rely on the services of this organization and failure to consistently meet their needs can significantly disrupt and negatively impact their lives.

## **Procedures:**

As an organization we are understanding that things take place outside of work that are not always under our control. However, the individuals we support rely on us to provide them with reliable staff and consistent services.

All team members are expected to work the entirety of each scheduled shift.

If a team member is in need of a change to their permanent schedule they must provide their supervisor with a minimum of 2 weeks written notice.

All team members are expected to communicate with their supervisor for any adjustments needed to their scheduled shifts including scheduled and unscheduled absences, tardiness and early departures. If a team member is able to arrange coverage for their shift(s), they must document the arrangement and receive approval from their supervisor. **We rely on a *minimum* of 4 hours notice for any unplanned schedule changes to ensure the needs of our service recipients and families are always met.**

If deemed necessary, supervisors may keep an attendance record for team member's with concerning attendance based on the definitions below. Supervisors will address all attendance concerns on an individual basis. If a team member exhibits a pattern of attendance concerns based on their attendance record, it may result in disciplinary action, up to and including termination.

## **Definitions**

### ● **Scheduled Absence:**

A supervisor is notified by a team member at least 14 calendar days (2 weeks) in advance that they will be absent from a shift.

### ● **Sick Day:**

A team member is absent from a shift due to illness. A doctor's note is required after 3 consecutive sick days.

### ● **Unscheduled Absence:**

A supervisor is notified by a team member at least a day in advance that they will be absent from a shift, due to a non-life threatening emergency or other unexpected cause.

### ● **Same-Day Unscheduled Absence:**

A supervisor is notified by a team member the day of the shift that they will be absent from a shift, due to emergency or other unexpected cause.

### ● **Tardy:**

A team member shows up after the start of a scheduled shift.

### ● **Early Departure:**

A team member leaves a shift prior to the scheduled end time.

### ● **No-show:**

A team member fails to show up for a shift.

**Recording Time:**

Team members are required to follow established guidelines for recording their actual hours worked. A missed clock in or out is a violation of this policy and includes:

- Failure to clock in or out at the beginning and/or end of a scheduled shift
- Failure to accurately and timely report time worked
- Clocking in or out early or late of a scheduled shift without prior approval

If a team member experiences technical difficulties either clocking in or out of a scheduled shift they must notify their supervisor within 10 minutes of the scheduled clock time and be able to provide proof of arrival/departure time including a screenshot of the error message, parent/guardian confirmation, or co-worker confirmation.

If a team member forgets to clock in or out of a scheduled shift they must notify their supervisor as soon as possible.

**Policy reviewed and authorized by:**

Name: Cedric Key, Owner & CEO	Date of last policy review: 6/23/2023
Signature: <i>Cedric L. Key</i>	Date of last policy revision: 6/23/2023