

A. Calling Off Of Work / Absenteeism (Upreach)

1. In the event an employee must call off of work, and it is during standard business hours, (9:00 a.m. to 5:00 p.m. Monday through Friday) they must speak directly to an administrative staff

If no administrative staff is available, employees must call the On-Call Supervisor's cell phone and speak to the on-call supervisor. (Do not text or email the On-Call Supervisor). When the office is closed, employees who are calling off must contact the On-Call Supervisor five (5) hours prior to the beginning of their scheduled shift. Unless medical documentation is provided indicating a return to work date, the employee must follow the call-off procedure for each shift. Failure to provide the 5-hour notification will result in the absence being counted as unexcused. Under no circumstances may an employee leave a message or text message or email; they must speak directly to a supervisor. The validity of an excused absence is at the discretion of the administrative staff.

2. Employees calling off for consecutive shifts must communicate to an Administrative Staff regarding the number of shifts that they need to call off. If it is unknown how many shifts that they need to call off, they must call off for each shift conforming to UPREACH policy. Employees are expected to submit proper documentation as determined by administrator for any instances of calling off for consecutive shifts. Following company procedures will result in the employee receiving the appropriate number of points for only the initial shift. Failure to comply with the procedure could result in each shift missed being unexcused.

3. At their discretion, supervisors may require an employee to work a part of their shift in order to provide the supervisor time to arrange the necessary staffing services.

4. Unless the employee is totally incapacitated, they may not have a relative or friend make the call for them. In all cases, a message may not be left.

5. Employees within their initial probationary period or with an unexcused absence at any time during their employment may not access their PTO time.

6. If an employee obtains their own coverage and follows the policy of both parties contacting an Administrative Staff, no points will be given.

7. If an employee fails to arrive to his/her scheduled shift or daily assigned schedule without notifying either an administrator or the On-Call Supervisor, disciplinary action will be taken. If this occurs for two (2) consecutive shifts or daily assigned schedules, UPREACH, LLC will consider the position abandoned and the employee will be discharged.

8. If an employee needs to leave shift or call off due to a work related injury, they must seek medical attention either at an emergency care facility/urgent care facility. This must be done within 24 hours. They must inform the attending medical staff of the circumstances surrounding the injury or illness and its status as possibly work related. Employees must submit a return to work statement to either their supervisor or the HRM prior to returning to their scheduled shift. Employee's are required to notify the HRM within 24 hours of the injury.

9. Employees requesting to leave during a scheduled shift or daily assigned schedule, cannot leave unless they receive authorization from a supervisor. In those cases where a consumer cannot be left alone, employees will not be granted the request until another employee is available to provide the necessary staffing services.