



Alameda County General Services Agency Call-In Policy and Procedures

I. PURPOSE: It is vital to GSA that all employees have reliable attendance. Absenteeism and tardiness negatively impact our ability to effectively provide services. The purpose of this policy is to establish the expectations and methods for reporting unplanned/unscheduled absences, early departures, and tardiness.

II. POLICY: All GSA employees are expected to report to their assigned location, and be ready to work, at the start of their designated work schedule. Being on time is an important part of service delivery and employees must make sure that the Agency is aware of any irregularities in their attendance for planning purposes and the maintenance of adequate coverage. Therefore, it is the policy of the Alameda County General Services Agency that employees report unplanned/unscheduled absences; unscheduled, early departures; and, tardiness according to the procedures outlined below.

Failure to follow the call-in procedures set forth by this policy may lead to time being coded as unpaid Leave Without Authorization (LWA), and the employee being subject to disciplinary action, up to and including termination.

III. SCOPE: This policy applies to all current GSA employees (e.g., permanent, temporary, and services-as-needed).

IV. DEFINITIONS:

- A. **Scheduled Absence** – A scheduled absence occurs when an employee has requested, and received approval, in advance to take time off in accordance with the Annual Vacation Scheduling process or the Agency’s Leave Request guidelines. Some examples of scheduled absences include, but are not limited to: vacation, jury duty, etc.
- B. **Unscheduled Absence** – An unscheduled absence occurs when an employee is not present at work during a normally scheduled work period and has neither requested, nor received, prior approval.
- C. **Tardiness** - Tardiness occurs when an employee fails to report to an assigned work area at the start of their work schedule, or returns late from rest or meal breaks.
- D. **Unscheduled, Early Departure** - This occurs when an employee is unable to work until the end of their work schedule and departs early.

V. ROLES AND RESPONSIBILITIES:

Employees: Employees must report any absence, tardiness and/or unscheduled, early departure on a daily basis pursuant to the Call-In Policy and Procedures. Moreover, employees must accurately record their attendance on their HRMS timesheet in a timely manner.

Supervisors: Supervisors are responsible for ensuring that employees adhere to the Call-In Policy and Procedures, and for reviewing and verifying employee timesheets to ensure the accuracy of the records and consistent application of department attendance rules.

VI. PROCEDURES (REPORTING ABSENCE):

Each employee is responsible for reporting any absence, on a daily basis, to their supervisor at least one (1) hour prior to the start of their work schedule. However, if an employee provides medical documentation to their supervisor that specifies that they will be off over the course of multiple days, the employee will not have to call in on each day specified in the documentation.

Except for Janitorial staff, if an employee is unable to speak directly to their supervisor, or an assigned designee (e.g., a lead) if the supervisor is absent, they must leave a detailed voicemail message, email, or text message.

For Janitorial staff, if an employee is unable to speak directly to their supervisor, or an assigned designee (e.g., a lead) if the supervisor is absent, they must leave a detailed voicemail message on the land line phone number and a follow-up text message.

The following information must be included:

1. Name
2. Contact number and/or email where the employee can be reached
3. Purpose for calling (e.g., reporting an absence)
4. Reason(s) for absenteeism without specifying any diagnosis (e.g., sick, overslept, etc.); and, if applicable, any leave they are requesting to use (e.g., Sick Leave). At the time of the call, the employee must also notify their supervisor if an absence is due to a documented/approved leave of absence (e.g., FML, Workers' Compensation) in order to ensure appropriate tracking of leave utilization and proper timekeeping code usage. It is also the employee's responsibility to specify which leave if there are multiple, concurrent leaves.

NOTE: If an employee emails or texts, they must message both the supervisor and lead, if applicable.

VII. PROCEDURES (REPORTING EARLY DEPARTURE):

Employees are expected to speak directly to their supervisor, or an assigned designee (e.g., a lead) if the supervisor is absent, to report early departures. Except for Janitorial staff, if an employee is unable to speak directly to their supervisor, or an assigned designee (e.g., a lead) if the supervisor is absent, they must leave a detailed voicemail message, email, or text message.

For Janitorial staff, if an employee is unable to speak directly to their supervisor, or an assigned designee (e.g., a lead) if the supervisor is absent, they must leave a detailed voicemail message on the land line phone number and a follow-up text message.

The following information must be included:

1. Name
2. Contact number and/or email where the employee can be reached
3. Purpose for calling (e.g., reporting an early departure)
4. What time the employee is leaving/clocking out
5. Reason(s) for leaving and, if applicable, if they are requesting the use of Sick Leave or Personal Leave.

NOTE: If an employee emails or texts, they must message both the supervisor and lead, if applicable.

VIII. PROCEDURES (REPORTING TARDINESS):

If an employee knows that they will be late when returning from a meal or rest break, or late to work, the employee should notify their supervisor of their tardiness as soon as possible to enable them to properly coordinate with other staff at the work site. Nevertheless, employees should be sure to attempt to notify their supervisors only when it is safe and legal to do so.

If an employee unexpectedly finds that they are running late to work, they are responsible for notifying their supervisor upon their arrival to the work site.

Except for Janitorial staff, if an employee is unable to speak directly to their supervisor, or an assigned designee (e.g., a lead) if the supervisor is absent, they must leave a detailed voicemail message, email, or text message.

For Janitorial staff, if an employee is unable to speak directly to their supervisor, or an assigned designee (e.g., a lead) if the supervisor is absent, they must leave a detailed voicemail message on the land line phone number and a follow-up text message.

1. Name
2. Contact number and/or email where the employee can be reached
3. Purpose for calling (e.g., reporting tardiness – either being late to work or returning late from a meal or rest break)
4. Estimated time of arrival
5. Optional: Reason(s) for tardiness.

NOTE: If an employee emails or texts, they must message both the supervisor and lead, if applicable.