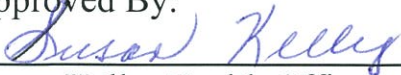


# HARFORD COUNTY HEALTH DEPARTMENT POLICY

Title of Policy: Call-In Policy	
Program Area: Administration	
Approved By: 	Original Effective Date: July 17, 2012
Susan Kelly, Health Officer	Revised Dates: 11/15/13

## 1.0 POLICY

The Harford County Health Department (HCHD) recognizes that illness or emergencies occur that necessitate lateness or absence from work. If an HCHD staff is ill or has an emergency, the staff member should communicate with his/her supervisor or other designated staff to ensure that leave is taken and granted appropriately. The HCHD policy is based on the standard for notification of absenteeism as set forth in the DHMH Timekeeping Manual (attached).

## 2.0 PURPOSE

The purpose of this policy is to maintain an accurate record of unscheduled employee absence from work and to ensure that employee's leave is appropriately taken.

## 3.0 PROCEDURES

- 3.1 Employees or their designees must provide notification of absence or anticipated lateness within the first 30 minutes of the workday. For HCHD, the workday generally starts at 8:00 am or 8:30 am so that notification should be made between 8:00 am and 8:30 am for shifts beginning at 8:00 am and by 9:00 am for those who report at 8:30 am.
- 3.2 In providing notification of an absence or lateness, an employee must first call the direct supervisor. If the supervisor is unavailable, the employee should leave a message on the supervisor's voice mail. In addition, if the direct supervisor is unavailable, the employee should call the next person in the chain of command. If this supervisor is unavailable, the employee should leave a voice-mail message and continue to call supervisors through the chain of command until a supervisor or designee is reached.
- 3.3 The employee is responsible for knowing the name and the telephone number of the person in the unit to whom the report is made.
- 3.4 It is the responsibility of each employee to report, through the notification procedure, his/her absence from work because of illness or emergency and the expected date/time of return. Failure to report may result in possible discipline for being "absent without leave."

- 3.5 The employee or his/her designee must call each day of the absence unless a return to work date has been established.
- 3.6 Each Director/Supervisor must establish and make available to staff the local call-in procedure for the unit and maintain a log to record reports of absence, including the name of employee, name of caller, reason for absence, time of call, expected date of return, and name of person taking the call.