

<b>Human Resources, Attendance, and Leave</b>	 DEPARTMENT OF <b>EMERGENCY COMMUNICATIONS</b>	<b>Policy 220.10</b>
<b>Approved by:</b> 	Attendance & Absenteeism	<b>Effective Date</b> 03/01/2026
Tony Bueno Director	<b>CALEA Standard(s):</b> 3.4.7, 5.1.6	<b>Revision Date</b> 03/01/2026

## 10.1 Purpose

This policy establishes clear attendance expectations and procedures to ensure minimum staffing levels, reduce mandatory overtime, and support operational readiness in a 24/7 emergency communications environment.

## 10.2 Policy

Employees shall report for duty as scheduled and must be present and ready for duty at their scheduled start time. Employees shall comply with all attendance, notification, and documentation requirements outlined in this policy.

## 10.3 Definitions

- A. Absence Without Authorized Leave (AWOL):** Failure to report to the assigned work location and be ready for duty as scheduled, without timely notification to or approval from supervision or management. Reporting fifteen (15) minutes or more after the scheduled start time constitutes AWOL, regardless of contact.

AWOL determinations are governed by the criteria set forth in section 10.4 Procedures of this policy.

- B. Leave Without Pay (LWOP):** An absence from work that is not covered by an available paid leave balance. The availability or use of paid leave does not excuse tardiness or negate an AWOL determination.

Employees who are subject to sick leave substantiation requirements may be carried as LWOP for a sick absence when required documentation is not provided, regardless of available paid leave balances, in accordance with applicable policy.

- C. Tardy:** Failure to report to the assigned work location and be ready for duty at the designated start time, but less than fifteen (15) minutes after the scheduled shift starts.

## 10.4 Procedures

### A. Employee Notification Requirements

Employees shall personally notify the on-duty supervisor by telephone prior to the start of their scheduled shift.

- Text messages, emails, voicemail, social media, or third-party notifications are not acceptable.
- Notification is required for each day of absence, unless an approved return date has been established.

DEC Operations Desk Call-In Number: (414) 935-7472

### B. Tardy

An employee who reports less than 15 (fifteen) minutes after the scheduled start time may be classified as tardy if:

- The employee notified supervision or management as soon as reasonably possible, **and**
- The delay was due to circumstances deemed reasonable by supervision.

The classification of such incidents will be based on:

- Whether notification occurred before the scheduled start time,
- The timeliness of the notification, and
- The circumstances surrounding the delay.

### C. AWOL – Automatic

Reporting 15 (fifteen) minutes or more after the scheduled start time constitutes AWOL regardless of contact.

### D. AWOL – Failure to Notify

Failure to report for duty without any notification to supervision or management shall be classified as AWOL, regardless of the length of the absence.

### E. Supervisory Discretion

Supervisors retain discretion to evaluate circumstances occurring within the first 15 (fifteen) minutes after the scheduled start time. This discretion does not apply to absences of 15 (fifteen) minutes or more or to failures to notify, which shall be classified as AWOL unless pre-approved.

**F. Supervisor Requirements**

Supervisors shall verify the absent employee’s schedule, attempt contact, document all contact attempts and collect return to work documents. Supervisors shall classify the absence as Tardy, LWOP, or AWOL without delay. All infractions must be documented and forwarded through the chain of command.

Human Resources shall be consulted when absences may involve FMLA or medical leave. Supervisors shall maintain confidentiality of all medical information. Upon return to duty, supervisors shall ensure required documentation is received and confirm fitness for duty in coordination with HR.

**10.5 Responsibilities**

- A. Employees:** Maintain attendance and follow notification procedures.
- B. Supervisors:** Classify absences, document violations, receive and process documentation received by employee as necessary, and enforce policy.
- C. Managers/HR:** Ensure consistent application and legal compliance.
- D. Director:** Final authority.

**10.6 Compliance and Enforcement**

**A. Attendance Discipline Matrix (Rolling 12 Months)**

Category	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
<b>Tardy</b>	Infraction Notice	Written Warning	1-day unpaid suspension	5-day unpaid suspension	Discharge / Termination
<b>LWOP (Pattern or Excessive Use)</b>	Infraction Notice	Written Warning	3-day unpaid suspension	Discharge / Termination	—
<b>AWOL</b>	Written Warning	5-day unpaid suspension	Discharge / Termination	—	—

Two or more consecutive AWOL days may be considered job abandonment and may result in immediate discharge. AWOL incidents may bypass progressive steps when circumstances warrant. Use of leave balances after the fact does not negate an AWOL determination.

- B. Management Discretion:** Management retains limited discretion to deviate from the progressive discipline steps outlined in this policy when supported by documented

operational, medical, or legal considerations. Discretion shall be applied consistently and may not conflict with City ordinance, labor agreements, or federal or state law.

## **10.7 Related Policies / References**

- 1.3 Absent Without Leave (AWOL)
- 1.29 Tardiness
- 2.3 Schedule
- 2.13 DEC Sick Leave
- 2.14 Family and Medical Leave Act
- 6.0 DEC Complaint and Discipline Procedure
- DEC Code of Conduct
- DEC FMLA Policy

## **10.8 CALEA Accreditation Alignment**

Supports CALEA standards related to personnel accountability and discipline.