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<b>TITLE</b>	Scheduling / Absenteeism Policy
<b>POLICY NO:</b>	2013-022

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**POLICY STATEMENT:**

The purpose of this policy is to establish, for each employee, the requirement that they work all scheduled hours as deemed necessary by his or her position. Superior EMS places a high value on attendance and punctuality, and expects all employees to arrive at work at the scheduled time of day on each work day. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness, and standards of Superior EMS and its business operations.

Employees who are chronically absent or tardy adversely affect Superior EMS' productivity and staff morale, thus diminishing the quality and level of normal business operations. This policy's goal is to address and/or correct absenteeism and attendance issues before they become counterproductive and/or disruptive to Superior EMS.

Event organizers rely on Superior EMS to provide safety and emergency services at their events. Events are not confirmed with event organizers until such time that staff is in place. Cancelling shifts may result in Superior EMS not being able to meet our obligations to the event organizers, putting our company in a liability risk. Superior EMS expects its staff to attend shifts committed to, or take corrective action to ensure coverage.

**SCOPE:**

All Staff and Volunteers

**POLICY:**



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## Scheduling

1. Superior EMS will utilize a shift assignment approach to scheduling for events.
2. Staff will be assigned utilizing google calendars, and an email notification will be sent through the calendar system once assigned.
3. Staff are required to confirm their shift within 48 hours of the notification by accepting the shift.
4. Staff are not to decline shifts through google calendars. If you are unable to work your assigned shift it is the staff members responsibility to find a suitable replacement, or immediately communicate with the Commander of your division to ensure that the shift is covered adequately.
5. Ignoring, or not responding to the google calendar notification is not an indicator of not accepting the shift, and management expects your attendance as scheduled. If you are unable to work your assigned shift it is the staff members responsibility to find a suitable replacement, or immediately communicate with the Commander of your division to ensure that the shift is covered adequately.
6. Staff are responsible to monitor their emails / online portal for any changes to the shifts that may occur.

## Cancelling a Shift

1. Staff who have confirmed their availability and accepted a shift are expected to attend that shift.
2. If unforeseen circumstances occur, a shift can be cancelled up to 7 **business** days prior to the shift start time with an emergent reason given. (Documentation may be required).
3. It is the employees responsibility to ensure the shift is covered by another staff member per section 2 of "absence from shifts".
4. Failure to secure coverage for your shift will result in the shift being considered an absence from the shift.

## Absence from Shifts

1. Each employee is responsible for notifying his or her supervisor/manager of absence for each day that the absence occurs, regardless of cause. Each employee is also responsible for reporting when he or she is likely to return to work. Absences without excuse will not be tolerated and are subject to progressive corrective action. Superior EMS reserves the right to terminate any employee who is absent for two (2) or more consecutive working days without notification.
2. It is the responsibility of the employee to secure a replacement for their assigned shift, and



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notify the supervisor of the change. This replacement must be at the same level of certification or higher, and will only be paid at the pay grade of the assigned original staff member. Superior EMS reserves the right to terminate any employee who fails to secure a replacement for an assigned shift.

### Full-Time/Part-Time Contracts

1. All full-time or part-time contracts will be on a standardized schedule set out by management.
2. Employees are expected to arrive on-time, and sign-out on time daily.
3. Employees are not to accumulate hours above the contract hours without approval of management.
4. Employees are not to "compensate" for missed hours by staying late, or adjusting their schedules without the approval of management.
5. All holidays, or time-off must be requested in writing, a minimum of 14 days in advance for approval excluding documented medical or emergency leave. Absence without approval will constitute a failure to show up for your assigned shift(s).
6. No partial days will be approved, time-off must be a full day.
7. Scheduling of time-off is based on the company's business needs and request for time off from other personnel.
8. Employees are subject to one unpaid meal break (30 minutes) per shift per employment standards act requirements.
9. Employees are not subject to any further breaks.

### Miscellaneous Policy

1. Unacceptable attendance includes (but is not limited to) unexcused or persistent early departure during scheduled working hours, abuse of established sick leave benefits, or tardiness.
  - Early departures during scheduled working hours are considered excessive if they exceed 10 per calendar year, regardless of cause.
  - Employees are considered tardy if they arrive to work fifteen (15) minutes or more later than their scheduled start time
2. Unexcused and/or unauthorized absences will result in the employee forfeiting his or her pay for the duration of the absence, nor will employees be allowed to apply for paid illness



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benefits following the unexcused absences.

3. Absences approved under the provision of federal and provincial law, and absences approved for the purpose of complying with military requirements, will not be considered as an unscheduled, unapproved, or unexcused absence.
4. Suspicious absences **will** be investigated, and disciplinary action taken against the employee should evidence indicate false reason for absence.

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<b>Date of Approval:</b>	10 January 2018
<b>Date Revised:</b>	10 January 2018
<b>Date to be Reviewed:</b>	10 January 2020
<b>Authority:</b>	Chief of EMS Operations

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