

Attendance and Mandating Policy Update 11/23/2022

Any employee who is unable to fill the requirements of their shift is required to do the following:

- NCS operates on block scheduling. You are expected to plan ahead for your required time off. If you look through your block it will allow you a significant time to plan.
- All schedules are posted on the 15th of the month prior. Your PTO requests must be in GUSTO & DEPUTY by the 10th of the month. Your supervisor will not deny your request without talking to you about it. If you do not see it approved or you are still scheduled please reach out to your supervisor to discuss the request.
- If you must call-in for your shift you **MUST** call in prior to 2 hours before the start of your shift to allow management to fill the shift.

Required tasks in the event of a call-in:

- It is required that you attempt to self-replace your shift: Please call/text/ Deputy message your team. It is ok to place a message on Deputy to your location or others to request assistance
- In the event you cannot self-fill your shift, you must call your House Lead (week 1) or Co-Lead (week 2) at a minimum of 4 hours prior to your shift.
- Once a call-in has been received the Lead or Co-Lead will attempt to fill the shift. In the event the Lead & co-Lead are unable to fill this shift with standard employees you must notify your Program Coordinator or Director:

Primary Contact & Emergency Staffing Administrator

Ashley	Cheri	Community & Employment	Housing	NorthStar Wellness
Cross Lake	Arrowhead	Jordan Fanning	Stacey Nordby	Deena Olson
Willow	Aspen	Kim Randa		
Agate	Chestnut			
Pine Hill	Birch			
Birch	Granite			
	Evergreen			

- The Program Coordinator or Director will then authorize for you to call-in a on-call staff at a on-call rate. They will ask who you have contacted to ensure all opportunities have been explored prior to authorizing this.
 - **Call-in staff options:**
 - Lori Olesiak: 218-626-5616 (Lori should be the first contact) – All houses located in Cromwell
 - Serena Priem : 218-393-4750 – All houses, located in Cloquet

- Mindy Gockowski: 218-390-6724- Agate, Willow, and Cross only
 - MJ: 218-565-0909- All houses, located in Cloquet
 - Tara Skagerberg: 218-206-4396 – All houses, located in Cloquet
 - Alesha Smith- 218-380-0165 – All houses, located in Cromwell
 - Mary Stenson – 218-269-4669 – All houses, located in Cromwell
 - Danielle Gregg- 218-600-6001 – North Houses only
 - Tracey Williams – 218-382-0343 – All houses however South is easier to get to and PM's primarily
- In the event a on-call staff is called in the pay rate will increase to \$30.00 per hour. House lead must send a email to HR & Director to notify of the shift fill-in to adjust payroll.
 - If staff have attempted to self- fill, the House Lead/ Co-Lead has attempted to fill, and no fill-in staff is available the primary Coordinator/ Director must be contacted for next steps.
 - In the event none of the above options listed are a option, the Emergency Staffing Administrator will attempt to fill the shift themselves.
 - If all above efforts have been exhausted the Emergency Staffing Administrator will make the determination to mandate a staff to work the shift as minimal as possible. They will make a effort to continue to call staff, request the following shifts come in earlier, and release the staff as soon as the staffing pattern is determined safe.
 - All of the above steps must be documented and presented to administration and the employee who is required to be mandated to prove all efforts had been exhausted prior to a mandate.

In order to ensure proper staffing for all of our programs, we ask that employees adhere to the following rules:

- More than three call-ins within a 1-month period may result in the forfeiture of your preferred hours on your regular block schedule. If you cancel for three or more consecutive days; due to flu, accident, etc., this will be considered one cancellation. If an employee misses three or more consecutive days, a return-to-work clearance may be required. Frequent call-ins will result in a corrective action up to and including termination.
- If an employee does not show up to a scheduled shift within three hours from the start of the shift and is not heard from, this will be viewed as a “no call/no show” and viewed as a voluntary resignation.
- Calling-in for a shift to avoid a mandating will be a immediate written warning.
- Unless prior approval is given, the staff on duty is expected to remain on duty with the individual until the end of his/her shift and/or until relief arrives. In the event that relief does not arrive by 15 minutes after the scheduled start of the next shift, the team lead is expected to work with the program director for coverage. Arrangements will be made to relieve the staff on duty. Leaving the individual unattended will result in immediate termination.

- All staff are expected to arrive at least 15 minutes before the start of their shift for report.
- Habitual lateness, with complaints from co-workers, will result in the immediate removal from the active list of staff.
- Any changes in your scheduled times must be brought to the attention of NCS staffing coordinators.
- Endangering the patient in any way, will result in immediate termination.
- Staff who accept a shift or visit on a holiday are expected to fulfill their commitment.
- Call-ins on the Holiday and up to 2 days prior to the Holiday are grounds for immediate dismissal from this Agency. If staff cancel, they must provide a doctor's note.
- Staff who call-in for a shift may be scheduled on a not traditional day to attempt to offset the hours of staff covering.
- All staff will be required to use PTO when sick and calling in for a shift.
- If an employee has no PTO accrued but still needs a day off, they will need to switch a shift with another employee within the same week. The employee may also give the shift away to another employee so long as it does not put the other employee into overtime. This process would also be used if the schedule has already been posted and an employee needs an emergency day off.
- Enforcement of the attendance policy, concerns regarding absenteeism and the level of corrective action that will be taken will be at the discretion of the executive director.

In the event of a natural disaster, or severe staffing crisis NorthStar will follow the following procedure:

- NorthStar will not mandate a employee more than a 24 hour period
- In the event there is a anticipated emergency staff will call available employees to see if anyone is willing to stay at the home long-term to assist with the staffing crisis (COVID exposure, expected snowstorm, flooding)
- NorthStar will manage the staffing patterns to ensure individuals needs are met, and safe, however standard staffing patterns may be effected.
- NorthStar will access all employees through Deputy to assist with filling shifts, and several individuals are cross trained through homes to assist with coverage.
- In the event all staff is unable fill the coverage needed the Coordinator and Director are expected to cover all shifts and work with administration to manage the crisis.