

**BENCO
Personnel Manual**

PROCEDURE FOR CALLING IN SICK

When calling in sick or if the employee is unable to report to work for any reason, the following steps should be taken to ensure that appropriate coverage is found for their shift. All employees are encouraged to keep a Benco phone list at home.

- 1) First and foremost, please give as much notice as possible. As we all know, it is not always easy to find coverage the more notice, the better. Most of the time employees should be able to provide at least four hours' notice that they are sick.
- 2) Employees need to alert the cell phone pager person that they are calling off shift and keep the cell phone pager person informed, by phone, of their progress in finding coverage.
- 3) Employees should attempt to find coverage for the shift. It is recognized that there are times when a person is extremely sick or is having an emergency and asking the employee to find their own coverage is not reasonable. In these cases, the cell phone pager person will find coverage. Remember, overtime is to be avoided if possible and must be approved by a supervisor.

When calling in, the employee must speak to an actual person. It is not ok to text or leave a message on a machine, with another employee, or any other person. The employee cannot be sure the message will be received. If the cell phone pager person does not answer the cell phone or respond, keep calling until they do answer and/or try calling the Program Coordinator.

Failure to call in prior to your scheduled starting time will result in disciplinary action up to and including termination.