

## Attendance, Absenteeism and Lateness

Employees are expected to be punctual. This is a non-negotiable expectation. Our routine with the pets on site is very important and it takes the whole team to manage this daily process. Being late is poor customer service to both the pets in our care as well as fellow employees. Excessive tardiness will merit disciplinary measures and will not be tolerated.

When taking a job at Shady Acres, it is made clear that we work on weekends and all major holidays. It is also clear that a minimum amount of staff is needed to cover the shifts and provide the proper care to our guests.

Being available to work the agreed upon time frames of your employment is important. Your job is not for your convenience, but rather to meet the needs of the company.

The following will apply to **ALL Kennel Techs and Receptionists**

1. No more than one weekend taken off per month (*2 weekend days, together or separate*). A month will be an actual calendar month and NOT a 30-day period.
2. If additional time off is needed, then a shift swap may be allowed.
3. If taking off on a partial shift such as Saturday evening, that will be considered one weekend day off.
4. No shift swaps without notifying Owner or General Manager.
5. No more than ONE Kennel Tech and ONE Receptionist off at a time unless approved by Management.
6. No one is "Guaranteed" weekends off. Every employee should expect to work weekends.
7. If an employee takes unpaid time off, management will not provide alternate hours for the employee to "make up" hours.
8. If the request has no reason listed in *When/Work*, it will be denied.
9. If scheduled and cannot work, EMPLOYEE must find the same level replacement or receive permission from management for lower level Kennel Tech to cover shifts. (*Example: If you are a Kennel Lead and need a replacement, then you need to ask another Kennel Lead. If one is unavailable, then you need to speak with management and get permission for another Kennel Tech to replace your shift*)
10. If no replacement can be found, the employee MUST work or will be terminated for no show.
11. When the schedule is marked as "No Time Off" in *When/Work*, it means that staffing is already at a minimum and your request will be denied. If it's something of an urgent nature and you need to be off, speak with management.

12. Requests must be made 7 days prior to requested time off. If it's a last minute emergency and you need to be off, speak with management.
13. No days off are approved within the 90 day probation period of employment. Any days off needed during your first 90 days must be discussed during the hiring process and approved by a manager at that time.

## **Policy for Calling In Sick or Unable to Work**

If an employee cannot come to work for any reason, he or she must call their supervisor. This will be the Kennel Manager, Office Manager, General Manager, or Owner and speak to him or her. Leaving messages on the voicemail at the kennel is not permitted. If the employee does not call in the absence, the absence will be considered a No-Show, and appropriate disciplinary action will be taken.

Employees should make every attempt to call in to notify management of an absence as soon as possible so that other staffing arrangements can be made. If you know you will not make a morning shift, you need to call in the evening prior to ensure that enough time can be allowed to find a replacement. At a minimum, employees are required to provide a two hour notice. If you cannot provide two hour notice, you must show up to your scheduled shift and discuss the need with your supervisor to determine if you can be sent home early or work a partial shift.

The following rules apply for calling in sick:

1. Employees must find a replacement if calling in sick.
2. If no replacement can be found and the employee still cannot come in, then the employee is responsible for bringing a note from a legal Doctor, Physician's Assistant or Nurse.
3. If an employee fails to find a replacement and cannot provide a note from a doctor, then the absence will be noted, and the employee may face disciplinary action.

## **Holidays**

Unless otherwise notified, employees should expect to work all major holidays. Animal boarding is a 24-hour job, and employees may be scheduled at any hour, any day of the year. If there are enough employees during any given holiday period, then some time off may be allowed. It is crucial to understand that we are at our busiest during all holidays and having time off is not guaranteed and will generally not happen. This is explained to each potential employee during the interview and hiring process.

## Scheduling Requests

Set schedules are NOT guaranteed. However, the business does strive to provide a schedule that will fit into the needs of the employee. Employees should remember that they might be required to work extra hours/shifts based on the needs of the company.

The employee's schedule will post to the *When/Work* app and website upon completion by management. It is the employee's responsibility to know their schedule and to notify management if there is any conflict that will prevent the employee from working.

Once scheduled, if the employee has a conflict, the employee is responsible for finding a shift replacement and notifying management.

Prior to making a time off request through *When/Work*, the employee will log in to the app on a computer and not the mobile app. Once on a computer, the employee will be able to see what other employees may already be off that day. By rule, no more than one employee may be off on the same day without special approval from management.

If you only need a partial day off, when making a request in *When/Work*, be sure to click on the "Partial Day" button and fill in the hours that you wish to be off. Do not click on "Whole Days" for a partial day off.