

Call Out Policy

At Northwest Texas OMS, maintaining a reliable and consistent workforce is essential to our success. However, we understand that there are times when unforeseen circumstances may prevent you from coming to work. This policy outlines the procedures and expectations for calling out of work.

Notification Procedure:

- **Advance Notice:** If you are unable to report to work, you must notify the HR Business Manager as soon as possible, but no later than one hour before your scheduled start time. Notification should be made via phone call or text message, providing the reason for your absence.
- **Gusto Submission:** After notifying the HR Business Manager, you are required to log into Gusto Wallet and submit either an Unpaid Time Off (UPTO) Request or a Paid Time Off (PTO) Request corresponding to your absence. The reason for the call out must be clearly stated in the request before submitting it.

Excused vs. Unexcused Absences:

- **Excused Absences:** An absence will be considered excused if you follow the proper call out procedure and the reason for your absence is legitimate, such as contagious illness confirmed by a medical provider, a family emergency, or pre-approved time off. Medical documentation is required for absences due to contagious illness that has been confirmed by a medical provider.
- **Unexcused Absences:** An absence is considered unexcused if you fail to follow the proper call out procedure, do not provide a valid reason for your absence, or your request for time off is denied but you fail to report to work. Unexcused absences may result in disciplinary action, up to and including termination. (*Please refer to our **Attendance Policy** regarding occurrences*).

Emergency Situations:

- **Immediate Communication:** In cases of emergency where advance notice is not possible, you must notify the HR Business Manager as soon as you are able. Efforts should still be made to submit the appropriate time off request in Gusto Wallet as soon as practical.

Documentation:

- **Medical Absences:** If the absence is due to illness, you may be required to provide a doctor's note, especially if you are out for more than three consecutive days, or if requested by management.

Unplanned Absences:

- **Excessive Call Outs:** Frequent or excessive call outs may be subject to review and could result in disciplinary action, up to and including termination, in accordance with our attendance policy. *(Please refer to our **Attendance Policy** regarding occurrences).*

Harassment Prohibition:

- **No Retaliation:** Harassment or retaliation against any employee who calls out sick, especially in accordance with our sick leave policy, will not be tolerated. Any concerns about mistreatment should be reported immediately to the HR Business Manager.

Follow-Up:

- **Return to Work:** Upon returning to work, employees may be required to meet with their manager to discuss the absence and any related issues.

Compliance:

- **Adherence to Policy:** All employees are expected to adhere to this Call Out Policy. Failure to follow the proper procedures may result in disciplinary action.

This policy is in place to ensure that the Practice can continue to operate smoothly while also respecting the needs of our employees. If you have any questions about the Call Out Policy, please contact the HR Business Manager.

Acknowledgment

By signing below, I acknowledge that I have read, understood, and agree to comply with the Call Out Policy of Northwest Texas OMS. I understand that failure to adhere to this policy may result in disciplinary action, up to and including termination of employment.

Employee Signature: _____

Printed Name: _____

Date: _____