

## CALL-OUT POLICY

Our goal is always to have employees request time off **before** schedules are published using the "Time Off" policy found in the Employee Resource Center. When things do come up that are outside of your control, you may need to call out of your scheduled shift instead.

Use the following steps to call out of a shift:

- 1. Try to find coverage.** Unless you are using Paid Sick Time, calling out of a shift will count towards your Occurrence Points, regardless of the reason. Since finding your own coverage is never an issue, try to find a coworker willing to cover your shift instead.
  - Don't forget to notify HR of any shift changes or swaps by emailing HR. Use the "Contact Info" sheet on the Employee Resource Center if you don't know who to contact. Shifts remain your responsibility until they have been removed from your schedule.
- 2. Give ample notice** Let the shift supervisor know as soon as you realize you will not be able to make your scheduled shift, preferably at least two hours in advance. If there is no shift supervisor listed for the shift you need to call out of, notify a manager instead. Use the "Contact Info" sheet on the Employee Resource Center if you don't know who to contact.
- 3. If you're sick, request PST.** Follow the "Time Off" Guide in the Employee Resource Center to request PST to cover the shift. If you have enough PST accrued and use it for a qualifying reason, the missed shift will not count against you.

Keep in mind:

- Each missed shift, regardless of reason, will accrue 2 Occurrence Points to your file. Each tardy over 5 minutes accrues 1 Occurrence Point.
  - At 2 Occurrence Points: Warning.
  - At 4 Occurrence Points: One week suspension from work.

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- At 6 Occurrence Points: End of employment.
- Our clients rely on dependable service to keep their guests happy and amenities operational. Without reliable service, there would not be much of a reason for clients to utilize our service in the first place. As such, we unfortunately will not be able to make exceptions for any employee's personal or family situations that cause them to exceed the allotted call-outs listed above.