



## **Gateway Attendance Policy Acknowledgement Form**

This form outlines our attendance, call out, and request off procedures. Please review it all and sign below to acknowledge you understand our policies and procedures. Any failure to adhere to these policies may result in administrative action, up to and including employment termination.

- **Attendance:**
  - Once you have accepted an assignment, you are expected to complete the assignment as confirmed. As you are a representative of Gateway, we expect you to be on time (if not a little early) and stay your entire shift, while adhering to all client & facility rules regarding breaks & meals.
- **Tardiness:**
  - If you are running late for any reason, please call Gateway to let us know so we can inform our client. Please be prepared to tell us your ETA and a brief explanation as to why you are late. You can call the main line at (804) 767 - 4050 and if it is after hours, press option 2 to be connected to the 24/7 on call manager.
  - We understand that sometimes things happen unexpectedly and delay us; it's a part of life. As long as this doesn't happen repeatedly during your current assignment or tenure with Gateway, we'll be understanding and supportive. If we start to notice a pattern or trend, we will have to have a coaching conversation to ensure we are doing everything on our end (within reason) to accommodate you and to ensure you are successful. Based on the conversation, we may choose to terminate your current assignment or administer a coaching notice; this will be assessed on a case by case basis.
- **Absences:**
  - There will be times when unexpected illness or emergencies occur which will necessitate the cancellation of your assignment for the day. The only acceptable form of notifying Gateway of your anticipated absenteeism is to **call us**. Do not text or e-mail us – you must call Gateway to inform us that you will not be able to work your scheduled shift.
    - We ask that you give us 4 hours' notice for any shifts that start between the hours of 10am and midnight.
    - If your shift starts between 1:00am and 9:00am we ask that you give us at least 3 hours' notice.
    - If you are scheduled to work on the weekend or on an overnight shift and need to call us outside of our regular business hours, you can call the main line at (804) 767 - 4050 and if it is after hours, press option 2 to be connected to the 24/7 on-call manager.



- Should you fail to contact the office and not report to the facility, administrative action, up to and including employment termination, may occur.
- **Requested Time Off:**
  - For any caregiver who is on a long-term assignment, we understand that there may be a need for time off for doctor's appointments or other things. Please submit all request off to [scheduling@gatewayhealthpros.com](mailto:scheduling@gatewayhealthpros.com) at least two weeks prior to the requested date. If you know of dates you need off more than two weeks out – you can absolutely submit them to [scheduling@gatewayhealthpros.com](mailto:scheduling@gatewayhealthpros.com) as well! We'd love as much advance notice to work on getting in a substitute for your assignment.
  - If for some reason an appointment slipped your mind and you need to request off time with less than two weeks notice – we ask that you follow these steps:
    - If you need time off within 48 hours – please call the office to speak to Leatha England. Please be respectful of working hours and try to call within Gateway's Office hours (8:30am-5:00pm) to speak with Leatha. However if you can't call during that time – please still give us as much advance notice as possible and call the office at (804) 767-4050 and press option 2 to reach Leatha on the on-call line.
    - If you need time off in less than two weeks but more than 48 hours out – you can e-mail us at [scheduling@gatewayhealthpros.com](mailto:scheduling@gatewayhealthpros.com) . We'd prefer more notice – but we understand that sometimes these things slip our minds!

By signing below, I'm acknowledging that I have read the above policies and procedures in their entirety, and understand that I will be expected to adhere to these policies and procedures. If I have any questions, I will reach out to Leatha England, Director of Operations and Human Resources at [scheduling@gatewayhealthpros.com](mailto:scheduling@gatewayhealthpros.com) or at (804) 767 - 4050.

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**SIGNATURE - Employee**

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**DATE (MM/DD/YYYY)**

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**PRINT NAME - Employee**