



# **JOHNS HOPKINS MEDICINE**

## **INTRASTAFF**

### **Employee Handbook**

(410) 583-2950

[HopkinsMedicine.org/Intrastaff](https://HopkinsMedicine.org/Intrastaff)

# Intrastaff



**Welcome to the Intrastaff Family!!!**

**Intrastaff has been meeting the temporary staffing needs of the Johns Hopkins Health System since 1987.**

**We provide highly qualified nursing, allied health and business support staff to both inpatient and outpatient locations in the Greater Baltimore and Washington D.C. areas as well as Florida.**

**Intrastaff is unique because it's one of the very few agencies where you can experience the benefits of temporary employment as member of a large organization.**

**Our temporary employees enjoy access to a variety of rewarding positions and the opportunity to be a part of a world-renowned medical institution. Working at Johns Hopkins means joining a culturally diverse team that includes some of the best nurses, physicians and allied health professionals in the world. Directly or indirectly, you'll have exposure to cutting-edge technology and groundbreaking medical research.**

**Laura Fricker MS RN SHRM-CP  
Executive Director, Johns Hopkins Intrastaff**

# Intrastaff



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## **Intrastaff Employee Handbook**

Welcome to Intrastaff!

We are pleased that you have decided to join our temporary staffing team.  
Our number one obligation is to provide our clients with personal service.  
Our employees are the strength of our service.

### **Mission Statement**

Johns Hopkins Intrastaff acts in accordance with Johns Hopkins Health System – Mission, Vision and Values

### **Reference:**

JHM Corporate and Administrative Policy Manual Administration

Subject: Mission, Vision, and Values

Policy Number: ADMIN002

### **Disclosure Statement**

This employee handbook serves only as a general guide to what can be reasonably expected in the conduct of business. Therefore, neither this manual nor any of its provisions constitute an employment agreement, contract of any kind or guarantee to continue employment. We ask that you review our policy manual before you are placed on an assignment.

### **Contact Information**

Website: [www.hopkinsmedicine.org/intrastaff](http://www.hopkinsmedicine.org/intrastaff)

Open Assignments/Scheduling: <https://intrastaff.b4health.net>

Business Support: [BusSupport@jhmi.edu](mailto:BusSupport@jhmi.edu)

Clinical Allied Health: [ClinicalAllied@jhmi.edu](mailto:ClinicalAllied@jhmi.edu)

Clinical CNA: [ClinicalCNA@jhmi.edu](mailto:ClinicalCNA@jhmi.edu) (CNA/Sitters, Clin A, PCT)

Clinical RN: [ClinicalRN@jhmi.edu](mailto:ClinicalRN@jhmi.edu) (RN, LPN, surg techs & general clinical concerns)

General Email: [Intrastaff@jhmi.edu](mailto:Intrastaff@jhmi.edu)

Payroll & Benefits Email: [IntrastaffPayroll@jhmi.edu](mailto:IntrastaffPayroll@jhmi.edu)

Recruitment Email: [IntrastaffRecruiting@jhmi.edu](mailto:IntrastaffRecruiting@jhmi.edu)

Office Address: 10751 Falls Rd., Falls Concourse, Ste. 275, Lutherville, MD 21093

Office Hours: Monday-Friday, 8:30 AM-5:00 PM

Phone Number: (410) 583-2950

Fax Number: (410) 847-3659

## **After Hours Contact Information**

If an emergency, illness, tardiness or patient occurrence needs to be reported after hours, please call (410) 583-2950. If a call is made between 12:00 AM and 5:00 AM, please leave a voicemail. The voicemail will be retrieved by a staffing coordinator at 5:00 AM.

If a call needs to be made for something that is non-emergent, such as a payroll question, please call during regular office hours.

We provide this handbook for your general education and assistance. Please keep it available at all times and review it when needed. If further information is needed, please contact Intrastaff.

## **General Employment Information**

Intrastaff is a temporary staffing service. All placements offered are temporary and hours are not guaranteed. We are an equal-opportunity employer. We do not discriminate based on race, color, sex, religion, age, marital status, sexual orientation, national origin, ethnic origin, physical disability, mental disability or veteran status.

**For continued employment with Intrastaff, it is the responsibility of the employee to keep their personnel file up-to-date.** This includes a change of name, address, phone number or email. It also includes evidence of current licensure, certification and CPR. If an employee has not worked in six months, their employment with Intrastaff will be terminated.

## **Affiliate Policies/Procedures**

- All Intrastaff employees are responsible for knowing and abiding by the individual policies and procedures of the facilities that they are providing care and services. Intrastaff is a subsidiary of the Johns Hopkins Health System (JHHS) and all employees are responsible for knowing and abiding by the policies and procedures of the Health System and in this handbook.
- In addition, all Intrastaff employees are responsible for obtaining the fire and safety procedures for each facility that they are staffed. This includes all emergency numbers. Please request this information on the first day of an assignment.
- To access JHHS policies and procedures, please visit the JHED portal and go to the Policy and Document Library.

## **Social Media**

Johns Hopkins Intrastaff acts in accordance with Johns Hopkins Health System Social Media policy HR918.

**Purpose:** This policy sets forth Participating Organizations' expectations with respect to Employee use of social media. It is intended to ensure the appropriate use of social media, protection of the Johns Hopkins Brand, and compliance with local, state, and federal laws, including the National Labor Relations Act. Johns Hopkins Health System supports the use of responsible social media among Employees. We understand the value of social media as another medium to engage and connect with others.

For more information on the social media policy, please visit the JHED portal go to the Policy and Document Library.

## **Inclement Weather**

The Johns Hopkins Medicine (JHM) hospitals and clinical areas maintain patient care responsibilities and **do not close** during a weather emergency. Unless it is announced by JHM that outpatient clinics will close, all School of Medicine clinics will remain open. All administrative offices needed to support these clinics will remain open so support services are available. Call outs during inclement weather will count as an occurrence. All inclement weather guidelines are available online at <https://www.insidehopkinsmedicine.org/>.

## **Dual Employment**

If this situation occurs, employees will need to inform their supervisor and complete a Dual Employment Form (HR907).

## **Telephone Usage**

For emergency information purposes, please provide the Intrastaff telephone number: (410) 583-2950. We will forward any emergency messages to you immediately. Abuse of phones will result in disciplinary action and can cause the end of an assignment(s).

## **Eligibility for Rehire**

Employees who have resigned in good standing and have given notice in accordance with the institutional policy will be eligible for rehire.

**Rehire eligibility for Johns Hopkins Intrastaff will be reviewed by management if the employee was terminated due to not working in six months.**

## **The Joint Commission**

The Joint Commission is an independent, not-for-profit organization that accredits and certifies more than 15,000 healthcare organizations and programs in the United States. Joint Commission accreditation and certification are recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To contact The Joint Commission, call 630-792-5000 or visit their website at [www.jointcommission.org](http://www.jointcommission.org). Their website has valuable information regarding National Patient Safety Goals, performance measures, filing a complaint and standards in healthcare. To view the National Patient Safety Goals, please visit [www.jointcommission.org/patientsafety/nationalpatientsafetygoals/](http://www.jointcommission.org/patientsafety/nationalpatientsafetygoals/).

## **Johns Hopkins Enterprise Directory (JHED)**

JHED is the directory built by the Enterprise Services Group at Hopkins to provide information about staff within the Johns Hopkins organization. All Intrastaff employees will be given a JHED account at the time of their hire. JHED accounts are used by departments to grant access to various computer systems such as POE, EPR, JHWorks, Epic, etc. Intrastaff sponsors JHED accounts for all active employees. Depending on an employee's computer requirements for their assignment, it is the department's responsibility to sponsor them to get specific computer access. All staff is encouraged to use <https://my.jh.edu> to stay informed and access important Hopkins information. Intrastaff employees are encouraged to stay up-to-date by checking their Johns Hopkins email. This can be accessed through the JHED portal by selecting the Outlook Web icon.

## **Intrastaff Website**

<http://www.hopkinsmedicine.org/intrastaff>

Our website contains an up-to-date copy of this handbook and other valuable information. Please note that it is the employee's responsibility to visit the website regularly to stay informed of pertinent information.

### **The following documents can be found on our website:**

- Benefits enrollment application
- Direct deposit and tax forms (W-4 and MW507)
- Name and address change forms (must submit necessary documentation for name changes)

## **Identification Badges**

You must go to the badge office to obtain an Intrastaff identification badge for the final part of the hiring process.

- The badge office is located at Johns Hopkins Hospital. It is the same location as the parking office. It is on the first floor of the Nelson/Harvey building in Room #108.
- You must show proof of ID to obtain a badge.
- Your badge must be worn and visible at all times when on an assignment for Intrastaff. This includes entering and departing facilities.
- If you are also a Johns Hopkins employee, you will not be issued an Intrastaff badge. However, you must wear your Johns Hopkins badge when on an assignment for Intrastaff at all Johns Hopkins facilities.
- If your badge is lost or stolen, the badge office will charge a fee for a new badge. You must notify your staffing coordinator as soon as possible to request a new badge before going to the badge office to for a replacement.

## **Parking**

Johns Hopkins Parking and Transportation offers a variety of services to help employees safely travel to and around JHM campuses. Employees are responsible for parking costs at each facility. Johns Hopkins offers free courtesy shuttle services around campus.

**The Johns Hopkins Hospital:** Parking is free on weekdays from 4 PM to 8:30 AM, weekends from 4:00 PM on Fridays to 8:30 AM on Mondays, and holidays (see holiday observance). Employees must swipe their badge to enter and exit the parking area.

Parking costs at all other times are listed on the signs posted. Badges do not work for free parking until 4:00 PM.

If an employee is interested in on-campus/satellite parking, they need to contact or visit the parking office. It is on the first floor of the Nelson/Harvey building in Room #108.

JHH is accessible by the Metro Subway. JHH is the last stop on the line. Call the Metro Subway for hours of operation.

**Johns Hopkins Bayview Medical Center:** Parking is free on weekdays from 10 PM to 8:30 AM and weekends from 10 PM on Fridays to 8:30 AM on Mondays. If an employee wants to park during free hours, they must sign up at the Bayview parking office. It is located in the Mason F. Lord Building Center Tower in Room #133. They are open Monday through Friday from 7 AM to 4 PM. Their number is 410-550-0168.

Parking costs at all other times are listed on the signs posted.

## **Incident and Injury Reporting**

**Employees are expected to know all emergency codes and who to contact in case of an emergency. It is the responsibility of the employee to locate all emergency codes and numbers at the start of every shift.**

Reporting **EMPLOYEE** injury:

1. All injuries to employees shall be promptly reported to the supervisor and Intrastaff.
2. The injured employee should seek medical attention in the appropriate clinic listed below:

### **East Baltimore Campus:**

- Occupational Injury Clinic
- Blalock 139
- Phone: 410-955-6433
- Phone: 410-550-0477

### **Homewood:**

- Occupational Health Services
- 1101 East 33<sup>rd</sup> St, Rm. C-160
- Phone: 443-997-1700

3. Employees injured at sites not listed above must report injuries to their supervisor. Their supervisor will direct them to the appropriate location for treatment.
4. For injuries requiring immediate attention which occur outside normal business hours, the injured employee should go to the nearest emergency room for treatment.
5. If the incident is a bloodborne pathogens exposure at JHH Main Campus, call the 5-STIX line. For all other sites, the injured employee should report to their supervisor.
6. The supervisor shall complete the "Employee Report of Incident" form. The injured employee must bring the completed form to the appropriate clinic with them. For after-hours injuries requiring a trip to the ED, the form needs to be submitted to the appropriate occupational injury clinic the following work day.

Any patient-related incident caused by a medication and/or practice error **must** be reported to the employee's Intrastaff staffing coordinator immediately. Written documentation is required on all incidences regarding medication or practice errors.

### **Reference:**

The Johns Hopkins University/The Johns Hopkins Hospital: Health, Safety and Environment Manual Safety Policies  
Subject: Incident and Injury Reporting  
Policy Number: HSE004

## Payroll and Swiping Guidelines

- All time paid is for actual time worked only.
- All employees will swipe in JHWorks. Please see our website for details.
- Each job description varies in shift differentials and weekend rates. Employees need to contact their account manager for their pay rate.
- If a pay error is made, Intrastaff will make the appropriate corrections. It is the employee's responsibility to review the pay detail and report discrepancies to the Intrastaff payroll department.
- Paychecks are issued weekly on Fridays. The pay cycle is Sunday to Saturday.
- ADP ESS Service is available at no cost. Paperless pay vouchers are available through this service. Pay vouchers are received by secured email weekly.
- Paychecks are directly deposited to your account. A direct deposit form must be completed and a voided check must be provided. Please allow 2-3 weeks for the process to begin. **Paychecks will be mailed directly to the address on file until your direct deposit begins.**
- If direct deposit is not elected, paychecks will be mailed directly to the address on file.

## Time Collection Policy

1. All employees are required to clock in and out each work day. A badge issued by Johns Hopkins or an employee's JHED ID and JHED password is required to do so.
2. Employees who clock in 1 minute after the scheduled start time will be considered late.
3. Employees should **not** clock in out and for breaks.
4. Major rule violations which will result in termination:
  - a. Clocking another employee in or out
  - b. Tampering with or destroying the computer system
  - c. Falsification of records or any fraudulent activities
5. See Appendix A for JHWorks Swipe Unit Instructions

## Holiday Observance

Our main office will be closed on the holidays listed below. However, an on-call staffing coordinator will be available by phone.

-New Year's Day  
-Martin Luther King Jr.'s Day  
-Memorial Day  
-Independence Day (July 4<sup>th</sup>)

-Labor Day  
-Thanksgiving Day  
-Christmas Day

Note: If an employee is scheduled to work on a holiday but the site that they are assigned does not celebrate the holiday, they will be paid their regular rate. If their site observes other holidays that are not listed, they will be paid accordingly.

## **Lunch/Breaks**

Intrastaff considers a regular workday to be 8, 10 or 12 consecutive hours excluding meal breaks. Immediate supervisors schedule rest periods when staffing and/or patient care permits.

<b>Meals and Break Periods</b>	
<b>8 Hour Shift</b>	<b>12 Hour Shift</b>
1- 30-minute meal break	1- 30-minute meal break
1- 15-minute break (if permissible)	2- 15-minute breaks (if permissible)
OR	OR
1- 45-minute break	1- 1-hour break

If it is not be feasible for the assignment supervisor to grant a meal break due to staffing shortages or patient care issues, it is the employee's responsibility to notify their supervisor and Intrastaff staffing coordinator during their shift. Their staffing coordinator can advocate for them to have a break. It is not acceptable for an Intrastaff employee to take a rest period or meal break without proper approval from their supervisor. If an Intrastaff employee takes an unauthorized break, it will be considered a rule violation.

- JHWorks employees should select the "no meal break" button on the JHWorks clock before swiping their badge to clock out at the end of a shift.

## **Overtime**

All overtime shifts must be pre-approved by Intrastaff prior to working the shift. Intrastaff will communicate overtime requests with the assignment manager to have the shift granted.

## **Critical Hours**

Intrastaff has set the following standards for consecutive hours worked for all clinical positions:

- No more than sixteen (16) consecutive hours in a twenty-hour (24) hour period.
- No more than five (5) consecutive 12-hour shifts.
- A maximum of sixty (60) hours worked on consecutive days.
- Staff must have at least 8 hours of non-work time scheduled between shifts.

Note: Work hour limits are at the discretion of Intrastaff. Individuals who have attendance management or performance issues may have different limits imposed by Intrastaff. Limits may also be more restrictive than the above guidelines.

## **Reference:**

Nursing Practice and Organization Manual Vol I: Administrative Personnel Activities

Subject: Variable Staffing Guidelines

Policy Number: ACT203

## Shift Cancellations

- Units can cancel shifts up to 2 hours before the start of the scheduled shift.
- Intrastaff will communicate cancellations to temporary employees within 15 minutes of the 2-hour deadline.
- You may cancel a confirmed shift 7 days prior without an occurrence. However, habitually cancelling shifts will result in a minor rule violation.
- Your shift can be cancelled at any time during your shift. If it is cancelled and you worked less than 2 hours, you will be paid a total of 2 hours.
- If your shift is canceled within 2 hours and Intrastaff does not have another shift available, you will be paid a total of 2 hours of inconvenience pay.
- If an employee refuses other available shifts, they forfeit receiving 2-hour inconvenience pay.
- Any scheduled training such as Epic or restraint classes are considered a confirmed shift. If an employee does not call or show, it will result in disciplinary action.

## Assignment Scheduling & Communication

All scheduling must be communicated and approved through Intrastaff prior to working. Employees should not accept or change an assignment without contacting Intrastaff first.

Employees should call their staffing coordinator with any concerns related to their assigned areas.

## Assignments

Intrastaff uses B4Health as its scheduling system. Employees are able to login to B4Health at <https://intrastaff.b4health.net>.

### **Employees use B4Health to:**

- Enter and update their phone numbers
- View, request and accept work assignments (shifts and contracts)
- Enter their availability to work future assignments
- View their personal and professional information and ensure that their credentials are up-to-date
- Receive various communications from Intrastaff

## Requesting Assignments

Employees can view and request open Intrastaff assignments that they are qualified to work. Staffing coordinators will respond to requests for open work assignments using the B4Health messaging system. If an employee is offered an assignment, they are required to accept it before it can be confirmed. After an employee has accepted a work assignment, cancellations are subject to the Intrastaff Attendance Policy as stated in this handbook. Some assignments are awarded automatically based on the employee's availability request in B4Health.

## Availability

Employees are able to enter and change their work availability in B4Health until an assignment is awarded. Then, the Intrastaff Attendance Policy applies. Employees are encouraged to use B4Health to enter their future work availability. This will allow staffing coordinators to allocate their work assignments in advance. For further information on B4Health, employees should read the *B4Health Employee User Guide* which can be found on the Intrastaff website.

**If an employee's assignment ends, it is their responsibility to request another assignment. If they do not request another assignment or refuse assignments offered to them, they may jeopardize their eligibility for unemployment entitlement.**

## **Job Descriptions**

When an assignment is verbally offered to an employee, please note that it is a brief description of the proposed responsibilities. The verbal job description may not necessarily state each detail and task that will be asked of the employee while on the job. Employees are entitled to a written job description. When an employee changes assignment positions, they should receive the job description that corresponds with their new assignment position. They can obtain this information from their staffing coordinator. Every time a change occurs, the employee is required to sign and return the “Job Description Acknowledgement Form” to Intrastaff. The Joint Commission requires us to have them on file. This form can be obtained from staffing coordinators at our office or on our website ([www.hopkinsmedicine.org/intrastaff](http://www.hopkinsmedicine.org/intrastaff)). Employees may call our office and ask for a copy. We advise employees to review the job description prior to their starting the assignment.

## **Annual Updates & Regulatory Compliance**

Ongoing educational updates are requirements for continued employment for all positions. Intrastaff routinely communicates to its employees in various ways. We use B4Health, JHED email, phone and text to communicate educational updates as required. All updates must be completed and returned within an established deadline.

If an employee’s file is not fully compliant (including required certification as applicable), they will not be eligible to work through Intrastaff until all requirements are completed. It is the employee’s responsibility to keep their compliance credentials updated to sustain employment.

- RNs are required to provide their nursing license and CPR card at all times while working on a unit.
- All employees are required to provide their current licensure, CPR card (if applicable) and driver’s license/Maryland ID at the start of the first shift worked at JHHS.
- All employees (clinical and non-clinical) are required to receive an annual flu vaccine or submit a medical or religious exception by the required deadline. Additional requirements may be instituted by Johns Hopkins. They may not be listed in this handbook at this time. Employees will be given prior notice of requirement deadlines.
- Online course systems are utilized to complete required e-learning courses. If an instructor-led course is not directly scheduled by Intrastaff, it will not be authorized. Any charges incurred will be at the employee’s expense.
- Restraint classes are required by certain clinical staff when hired. This includes RNs, LPNs, PCTs and CNAs. They must be renewed every two years.
- If an employee does not arrive at a scheduled training such as Epic or a restraint class, it will result in a disciplinary action.

## **Confidentiality**

- The Privacy Regulations under the Health Insurance Portability and Accountability Act (“HIPAA”) is a federal law that requires covered entities to protect the privacy of individuals’ health information. Most Hopkins entities are covered under the Regulations. To protect privacy, the Regulations require Hopkins (among other things) to give privacy notices to patients, safeguard their information, disclose their information only to certain people, keep track of these disclosures, and allow individuals to access their medical records. As part of the employment process, you are required to sign a confidentiality statement that will remain as part of your permanent employment file.
- Never discuss a patient outside of the context of a professional conversation relevant to the patient’s condition and plan of care or in the presence of non-involved individuals.
- Any information that pertains to the patient should be considered strictly confidential and not to be communicated in any form outside of your work area.
- A breach of confidentiality may warrant automatic dismissal.

## Performance Review

After an employee completes an assignment, a performance review form will be sent to their assignment supervisor for comments. Employees will receive an initial review and end-of-assignment review. The review evaluates their ability to meet essential job functions along with attendance, punctuality, reliability, skill proficiency, cooperation, appearance (as it relates to dress code) and professional behavior. Performance reviews are kept in employee personnel files and may be reviewed upon request.

## Benefits

Intrastaff offers the following benefits to employees. Information on employee benefits can be found on the benefits section of our website.

- **Professional Liability Insurance-** This is provided for all Intrastaff employees in clinical practice. Employees in non-clinical practice are covered under General Liability.
- **Johns Hopkins Federal Credit Union-** Intrastaff employees can join The Johns Hopkins Federal Credit Union and enjoy all benefits provided for members. Their website is <https://www.jhfcu.org>.
- **Direct Deposit-** Intrastaff employees are offered the convenience of direct deposit. Employees who choose to utilize direct deposit must submit a form with a voided check or authorized direct deposit form from their bank or register through their ADP ESS account. Personal bank statements are not acceptable. It may take up to three pay cycles for direct deposit to be effective. Please contact Intrastaff's payroll team with any questions.
- **MyLearning-** It is an interactive online multimedia learning platform that allows staff use to complete educational modules. Internet access is required. Intrastaff provides this platform to all active employees at no cost. Please note that instructor-led courses and courses with fees are not authorized by Intrastaff for employee use.
- **Medical, Vision, and Dental Insurance-** Intrastaff employees can purchase medical, vision and dental benefits from Johns Hopkins Health Programs (JHHP) if they work an average of 30 hours per week over a calendar quarter. Open enrollment occurs annually in the fall and benefits become effective on January 1<sup>st</sup>. If an employee is enrolled in benefits and their average number of weekly hours decrease below 30 hours, they will no longer be eligible for coverage. As a result, their enrollment will be canceled and their premiums will not be deducted. Intrastaff prepays insurance premiums on behalf of its employees. Therefore, they may owe Intrastaff for past due premiums. If this situation occurs, the employee will be contacted by Intrastaff to make arrangements for payment. For more information, please contact Intrastaff's payroll and benefits team at [IntrastaffPayroll@jhmi.edu](mailto:IntrastaffPayroll@jhmi.edu).
- **Tax Deferred Annuity- 401K Retirement Plan-** Intrastaff is pleased to offer the Transamerica retirement plan. Employees are eligible to participate immediately following employment. If they are interested, they will need to choose to take part of the plan. There are no minimum hours or length of service required to participate. Employees choose the percentage of earnings that is deducted weekly. This percentage is deducted weekly by Intrastaff on a **pre-tax** basis. The advantage of pre-tax contributions is that it lowers the tax taken out of your paycheck.
- **Family & Medical Leave Act (HR924)-** The Family and Medical Leave Act (FMLA) allows eligible employees up to 12 workweeks of unpaid, job-protected leave in a 12-month period. FMLA defines family as a spouse, son, daughter, or parent. Granted leaves go along with any other paid or unpaid leave. This includes short-term disability, workers' compensation, and/or paid time off. Reinstatement will result in the return to the current position or an equivalent position. Certification by a physician is required and must be received 30 days prior to the expected leave, or within 1 to 2 days if the need to take leave was not expected. For more information, please contact staffing coordinators or review the FMLA policy online at <https://hpo.johnshopkins.edu/hopkins/?event=public.view>.

### **Intrastaff Website: FMLA Facts**

- **Eligibility:** An employee is eligible when he/she has worked for at least one year **and** for 1,250 hours during the last twelve (12) months.
- **Criteria for Granting Leave:** Leave will be granted for the birth or adoption of a child, care of a spouse, child or parent with a serious health condition or the employee's own serious health condition.
- **Length of Leave:** Length of leave can be broken down in three ways: block of time, intermittently or reduced hours.
- **Notification:** An employee must give thirty (30) days notice if the leave is expected.

### **Attendance**

#### **Purpose**

The purpose of this policy is to define the intent with respect to tracking employees' time, attendance at work, and managing employees' attendance to meet the scheduling and business needs of the department.

#### **Policy**

The Participating Organizations are committed to establishing and maintaining work schedules on a fair and consistent basis and providing opportunities for the employee and manager to jointly manage attendance.

Employees' work schedules should be established and maintained on a fair and equitable basis, and in a way that assures quality patient care, health of the employee, and the safe and efficient operation of the organization.

Family and Medical Leave (FML) Policy and Reasonable Accommodation of Individuals with Disabilities Policy should be considered if the employee is absent from work and corrective action is being considered.

#### **Definitions**

- A. **Absence** means not present or not in attendance for a scheduled shift and/or missing 50% or more of a scheduled shift. Any absence may be chargeable under this policy for corrective action purposes.
- B. **Occurrence** means the absence for "a scheduled shift" whatever the reason, including a medically verified illness, subject to the exceptions below. Absence for multiple consecutive shifts for the same event may be regarded as a single occurrence.
  1. Events that are not considered an occurrence for this policy are:
    - a. Leaves of absence covered by the Family and Medical Leave Act, provided that (See FML Policy) Medical certification is provided within fifteen (15) calendar days of the first date of absence. FML leave may be denied and considered "chargeable" as an occurrence for disciplinary action when medical certification is not submitted in a timely manner.
    - b. Leave granted as a reasonable accommodation under the Americans with Disabilities Act, as amended.
    - c. Employees who have been found to present an infection control or safety risk (as defined by Hospital Epidemiology and Infection Control) due to illness or injury and are instructed to leave the workplace, either by Occupational Health or by an Emergency Department physician.
- C. **Late**: There is no grace period recognized by the Participating Organization's policy for lateness. Late means missing less than 50% of a shift from the beginning of the start time. For the purposes of this policy, two (2) incidents of lateness will be considered an occurrence.
- D. **No-call No-show** means missing the entire shift without notice.
- E. **Missed Punch** means not punching in or out for the scheduled shift. For the purposes of this policy, three (3) instances of not clocking in or out will be considered an occurrence.
- F. **Early departure** means missing less than 50% of a shift prior to the end of the shift. For the purposes of this policy, two (2) incidents of early departure will be considered an occurrence. Management approved early departures will not result in the employee receiving an occurrence.
- G. **Rolling Twelve (12) Month Period** will be considered by beginning with the most recent occurrence and counting twelve (12) consecutive months backward.

## Expectations of Employees:

1. Employees are expected to arrive on time, dressed appropriately and ready for work at their work location, according to department schedules.
2. Employees are expected to notify the appropriate supervisor according to department procedures and their Intrastaff staffing coordinator when he or she will be absent due to illness or other unexpected reasons, including FML.  
*NOTE: Employees on FML must comply with departmental notification.*
3. Employees who have not worked because of personal illness/injury, hospitalization or surgical procedure for more than three (3) consecutive scheduled shifts or one calendar week, whichever is less, should contact Occupational Health (OH) before returning to duty, including employees on FML. OH has the responsibility to evaluate the medical ability of the employee to return to work and issue a Return to Work Slip to the employee for the supervisor.

## Corrective Action

- A. Before a **Written Warning** is issued the employee will receive counseling regarding scheduled time missed and the responsibility to be present for the entire work shift. If the employee continues to accumulate time missed, corrective action will be issued as illustrated below.
- B. **“No-Call/No-Show”** - One (1) no-call/no-show will result in a Written Warning or next level of corrective action and will count as an occurrence. Employees are expected to follow department policy as it relates to call in procedures, including contacting the manager. Two (2) consecutive shifts of no-call/no-show will result in a Final Warning or next level of corrective action as well as an occurrence. After three (3) consecutive shifts of no-call/no-show the employee is considered to have voluntarily resigned from the organization.

### C. General Guidelines

1. Occurrences and lateness are monitored on a rolling twelve (12) month period.
2. After three (3) occurrences within twelve (12) months, the employee will be provided counseling (not counted as corrective action).
3. After five (5) occurrences within twelve (12) months, the employee will be issued corrective action in the form of a Written Warning. If the employee accrues the requisite number of occurrences to equal another Written Warning for attendance within six (6) months of the first Written Warning, the employee will progress to a Final Warning.
4. If the employee incurs seven (7) occurrences within twelve (12) months, the employee will be issued the next level of corrective action in the form of a Final Warning. If the employee accrues the requisite number of occurrences to equal another Final Warning for attendance within six (6) months of the Final Warning, the employee will be discharged.
5. If the employee incurs eight (8) occurrences within twelve (12) months or the accrual of a second Written Warning within six (6) months of the first Final Warning, the employee will be discharged.
6. Corrective action issued for violating the Attendance Management Policy will be active for one (1) year from date of issue.

Occurrences of Absence Within a Continuous Rolling 12-Month Period	Incidents of Tardiness Within a Continuous Rolling 12-Month Period	Corrective Action to be Taken
3 Occurrences	6 incidents = 3 Occurrences	Counseling
5 Occurrences (2 additional)	10 incidents = 5 Occurrences	Written Warning
7 Occurrences (2 additional)	14 incidents = 7 Occurrences	Final Warning
Any additional occurrences	Any additional incidents	Discharge

## Reference:

JHHS/JHM Human Resources Manual Operational/Administrative Policies  
Subject: Attendance Management Policy  
Policy Number: HR938

## Disciplinary Action

Intrastaff is committed to defining acceptable and unacceptable behaviors in the workplace and providing a reasonable process for managing behavior that does not meet acceptable standards. It is the responsibility of each employee to ensure that their behavior supports the delivery of quality patient care and services in a safe environment.

The purpose of this policy is to set guidelines and procedures for correcting unacceptable behavior in the workplace. Our clients have established employee standards of conduct to promote efficient and congenial working conditions and employee safety. It is the policy of Intrastaff that such standards are enforced in a consistent and equitable manner.

Intrastaff expects every employee to observe basic rules of good conduct. Most of these are common sense rules that require fair dealing by supervisors and co-workers. It is important that employees understand these rules and the penalties involved for violating them. The cause of disciplinary action taken under this policy may be any violation of an affiliate organization and/or Intrastaff's written policy and procedures. The purpose of acting under this Policy is to:

1. Inform the employee of behavior or conduct that is considered inappropriate and/or does not meet Intrastaff or a client's standards or expectations.
2. Allow employees to correct such behavior and bring performance to an acceptable level.

*This policy is a tool for use in managing the behavior of all employees. Standardization and consistency are necessary, but good judgment and common sense are also vital to the success of the program. While the techniques and tools should be consistent, the treatment of people must continue on an individual basis.*

## **Procedures**

### **A. Counseling**

1. Before taking formal corrective action for violation of a Rule, the employee should be afforded corrective and/or developmental counseling. The counseling should be documented on the Counseling Form for departmental uses only. The employee's signature is required for counseling.

### **B. Written Warning**

1. A written warning is a written notice to an employee regarding the employee's failure to meet performance standards, service standards, and expectations. It will include a discussion of the behavior or performance at issue and expectations for improvement. An employee's failure to comply with the terms of a Written Warning may result in progressive corrective action. A written reprimand will remain active for one year. Written Warnings and above may trigger further unfavorable consequences.
2. Further infraction may result in further corrective action, up to and including separation of employment.

### **C. Final Warning/Probation**

1. This will be given on continued failure to meet the performance standards. Placing an employee in probationary status will take place face-to-face, whenever feasible and documented on the disciplinary form. A note will also be placed in an electronic record. The form will remain as a permanent part of the file. **Probation remains active for 1 year.**

### **D. Discharge**

1. This is the most serious disciplinary action imposed. It is used for violation of critical rules or because of cumulative/progressive discipline as the result unacceptable behavior or conduct. **Any critical rule violations may warrant termination without counseling and/or probationary period.**

## Minor Violations

Minor violations normally warrant Counseling on the first offense. Listed below are examples of minor violations (not all inclusive):

- Engaging in rude or discourteous behavior
- Engaging in the unauthorized sale of services, merchandise, raffle tickets, lotteries, etc. (Note: Extensiveness, cash value and/or the nature of the merchandise may escalate this to a more severe corrective action)
- Failure to call in an absence or tardiness, two hours before the start of the shift
- Failure to follow the Participating Organization, department, division, and/or unit policies, procedures, and/or standards
- Failure to give proper advanced notification for leave, e.g., military, civic responsibility
- Failure to properly record time per departmental policies, which does not include fraud
- Negligent use of property resulting in damage or loss
- Presence in an unauthorized area
- Returning to or remaining on the premises during non-working time, except to conduct business or seek medical care
- Unauthorized absence from an assigned work area, less than one (1) hour
- Unauthorized or inappropriate use of the telephone, computer, email, voicemail, fax or other office/business equipment
- Unauthorized solicitation or distribution of material on the premises during work time, or in patient care areas during non-working time
- Unauthorized use of food or nourishment intended for patient use
- Unsatisfactory job performance, or otherwise not performing to standards
- Unwelcome, intimidating or harassing comments, remarks, conduct or gestures creating an unfavorable hostile working environment. Greater corrective action may be issued dependent upon the egregiousness of the violation.
- Unauthorized or inappropriate use of personal electronic communication device(s), as outlined in applicable Personal Communication Device Use Policies
- Smoking in non-designated areas
- Sitters- Refusal to move to another assignment during a shift unless for a medically verifiable reason
- Habitually canceling scheduled shifts with less than seven days' notice
- Failure to wear appropriate uniform including wearing an unapproved jacket/cover-up while working

## Major Violations

Major violations may warrant corrective action up to a Final Warning on the first offense. Listed below are examples of major violations (not all inclusive):

- Accepting and failing to report cash or cash equivalent (e.g., gift cards) gratuities of any value, or non-cash gifts of more than nominal (\$75.00) value from patients, family members, or vendors
- Accepting gifts or money from patients or family members
- Deliberate misrepresentation of work-related matters relating to the Participating Organization's operations, safety or patient care
- Engaging in disruptive, unprofessional or inappropriate behavior while on the premises, including but not limited to using profane and abusive language, gambling, horseplay, practical joking, name-calling, yelling, arguing loudly in a public area, etc.
- Failure or refusal to perform assigned duties or carry out instructions, or engaging in any activity detrimental to the operations of the Participating Organization.
- Unauthorized absence from an assigned work area more than one (1) hour
- Unauthorized use of property
- Violation of posted safety, security, health, or fire prevention rule, or otherwise causing a safety hazard or failure to report an unsafe condition existing on the premises
- Workplace harassment or discrimination where such conduct has the purpose or effect of interfering with an employee's work performance and/or creating an intimidating, hostile or offensive work environment, including

but not limited to conduct defined in HR923: Equal Employment Opportunity Policy & Harassment & Complaint Procedures

- Failure to produce professional license renewal in a timely manner
- Failure to adhere to universal masking or physical distancing guidelines and/or failure to wear Personal Protective Equipment (PPE) with eye protection when indicated, i.e., N95 masks/shields, gowns, or gloves in both clinical and non-clinical settings in accordance with Hospital Epidemiology and Infection Control (HEIC).
- Failure to comply with Hospital Epidemiology Infection Control (HEIC) and Occupational Health guidelines, to include adherence to COVID testing directives.
- Sleeping during a shift/assignment
- Leaving an assignment without talking directly to an Intrastaff staffing coordinator and being granted approval by them to leave

## **Critical Violations**

Critical violations normally warrant immediate termination of employment. Listed below are examples of critical violations (not all inclusive):

- A criminal complaint, arrest, indictment, or conviction of an employee for alleged unlawful activity may result in a suspension pending an investigation or discharge, depending upon, for example, the alleged seriousness of the act, or the job-relatedness, and the evidence supporting the allegation(s)
- Deliberate inattention to patient care, engaging in any conduct detrimental to patient care, or the safety and security of patients, employees or visitors
- Deliberately accessing or releasing confidential information covering Hopkins business, patient information (HIPAA), and/or employee information, etc. without proper authorization
- Failure to notify management regarding criminal complaints, arrest, or convictions that occur during the course of employment
- Failure to submit to a required fitness for duty examination, including testing for drugs or alcohol
- Falsification of records, alterations of documents, such as lying during an investigation and any fraudulent activities relating to the Participating Organization's business
- Fighting, issuing threats or verbal abuse, or other disorderly conduct on the premises, or while otherwise engaged in the Participating Organization's business
- Intentionally disregarding a security or safety directive from a Johns Hopkins Corporate Security Officer, or public safety personnel on the premises for official business
- Reporting to work while impaired by or under the influence of any intoxicant, hallucinogenic, or narcotic, or where the presence of any such substance has been established by a "For Cause" drug test (Impairment caused by properly prescribed medications, used as prescribed shall be handled as a "Fitness for Duty" issue)
- Drug Diversion
- Soliciting gifts or money of any value from patients, family members or vendors
- Theft of property, or willfully causing damage to, waste of, or loss of property
- Unauthorized possession of a deadly weapon on the premises
- Unauthorized possession or use of an intoxicant, hallucinogenic, or narcotic while on the premises
- DNR (do not return) to any hospital unit or facility
- No call/No Show for three consecutive shifts
- Any violation of Intrastaff or institutional policies and procedures may be deemed a reason for termination at the discretion of the director

\*Incidents involving medication and/or practice errors are reviewed on a case-by-case basis.

## Multiple Violations of Minor, Major, Or Critical Levels

All actions for minor violations should begin with counseling before moving to the progressive corrective action steps. For any combination of violations, disciplinary action will be taken in the following manner:

Previous Action	Next Violation	In Lieu of Next Violation/Results in
Written Warning	Written Warning (for which counseling has been issued)	Final Warning
Final Warning	Written warning	Discharge
Final Warning	Final Warning	Discharge

## Cumulative Minor Violations

Subsequent repeated minor violations generally will move to the next step in the corrective action process (e.g., *Written Warning* will be followed by a *Final Warning* which will be followed by *Discharge* if violations continue.

*Examples of repeated minor violations are as follows:*

Minor Violation	Action Issued	Date of Action
Failure to follow dept. policy	Counseling	01/12/20
Presence in unauthorized area	Counseling	01/15/20
Failure to follow dept. policy	Written Warning	02/18/20
Unsatisfactory performance	Counseling	03/07/20
Unsatisfactory performance	Final Warning	04/02/20
Presence in an unauthorized area	Discharge	04/30/20

## Responsibilities

### Intrastaff of Affiliate Supervisor/Coordinator

1. Upon termination, any affiliate and/or Intrastaff property must be collected to issue last paycheck.
2. Disciplinary Form will be completed and placed in the employee's file stating the reason for termination.
3. Intrastaff's director has final decision-making authority for all disciplinary actions and will review all terminations for appropriateness and to ensure consistency.

### Employee

1. The temporary employee is responsible for understanding and following all rules of conduct. This includes policies and procedures of Intrastaff and clients, the Employee Handbook and subsequent notices sent to the employee's email and/or posted on Intrastaff's website.

### Reference:

JHHS/JHM Human Resources Manual Operational/Administrative Policies

Subject: Corrective Action Policy

Policy Number: HR927

## **Appearance Standards**

### **Purpose**

To foster a positive and professional image (determined by departmental standards) appropriate for a healthcare environment, all employees of the Participating Organizations will dress in a manner that is appropriate for their position and work performed. Employees will dress in a way that establishes confidence and respect - and maintain the health and safety of patients, visitors, and employees. In adherence to the standards of the policy, employees will be subject to corrective action.

### **Employees are responsible for:**

- Adhering to hospital and department-specific standards
- Maintaining standards of your department and any other department affiliate in which you work
- Communicating to the supervisor any challenges with meeting the standards, and working cooperatively to address the problem

### **Policy**

- A. The following factors have been taken into consideration in defining the appearance standards policy:
  1. Safety
  2. Infection Control
  3. Job responsibilities
  4. Professional image
  5. Diversity, inclusion and equity
  6. Patient, customer and client experience
  7. Harassment-free workplace
  8. The establishment of Departmental standards will be developed in consultation with the Participating Organization's internal resources (Human Resources, Organizational Equity, Infection Control, etc.).
    - a. Standards must be consistent for all employees in a given work area regardless of their department or organization affiliation.
    - b. For religious accommodations, refer to the Religious Accommodation policy HR916.
    - c. For disability-related accommodations, refer to Reasonable Accommodation for Individuals with Disabilities policy HR915.
- B. The employee identification badge must be worn above the waist at all times while in the institution with the employee's name and photograph clearly visible.
- C. Staff appearance shall be professional, appropriate for the workplace, and consistent with the spirit of the Participating Organization's Equal Employment Opportunity policy. Attire shall be neat, clean, and appropriate according to departmental standards.
  1. Clothing must be professional and appropriate to the position. Clothes that are revealing or unnecessarily tight-fitting are not considered appropriate apparel. Unacceptable, but not all-inclusive, are low-cut or excessively unbuttoned necklines, see-through garments, midriff-cut tops and strapless tops/dresses, tight pants, short skirts or shorts, jeans and leggings.
  2. Casual dress may be acceptable as defined by department standards as appropriate within job responsibilities.
  3. The Participating Organization does not permit dress that includes messages that are contrary to the Johns Hopkins Medicine core values, such as those that promote hate or inequality, that promote a political party or candidate or that advertise commercial products or places. No aspect of the staff's dress should embarrass or offend patients, visitors, or co-workers. Shirts worn must be free of: offensive language/pictures/advertising/or political statements. Exceptions: Department-approved designs.
  4. If an employee has been provided a uniform, the clothing must be neat and clean at all times and conform to organizational or departmental standards.
- D. Footwear shall be appropriate and safe for the individual and work environment. Footwear should be appropriate and safe for the individual and work environment. Shoes should promote the safe transport of patients and equipment and support good body mechanics. Sandals and open-toed shoes are unacceptable for areas or positions with a potential safety hazard. Flip-flops are prohibited. Shoes and shoelaces (nursing and athletic) must be clean. Colored clogs without holes may be worn. Clinical Customer Service Representatives and non-clinical staff footwear should be professional, clean, and coordinated with business attire.
- E. Hair, including facial hair, shall be clean and well-groomed at all times. The style of any of the aforementioned

shall not interfere with the ability of the employee to maintain standard precautions or sterile technique, when appropriate in their work environment.

1. Protective hairstyles including braids, twists, afro hairstyles, and locs are acceptable within clinical and non-clinical settings.
- F. For patient and staff health and comfort, the use of perfume, cologne, or after-shave scents is prohibited as they have adverse effects on patients, visitors, and other employees. Employees will not smell of cigarettes, any other tobacco-related products, or cannabis when reporting to work.
- G. Fingernails are to be kept clean, presentable, and of a professional length that does not detract from job performance. Individuals whose responsibilities include direct, hands-on patient contact, medication, food handling, or opening sterile supplies shall only have natural nails. Refer to the applicable organization infection control policy as well as Johns Hopkins Hand Hygiene policy IFC001.
- H. Jewelry should allow nursing staff to practice acceptable hand washing and sterile techniques and maintain standard precautions. Jewelry should not pose a safety hazard to the patient and/or staff (i.e., rings and earrings). A safety hazard can be defined as the potential to scratch patients or tear gloves. Earrings and necklaces that have the potential to be grabbed by patients or caught on equipment should be avoided.
- I. Tattoos shall be covered if inconsistent with the spirit of the Participating Organization's Equal Employment Opportunity. All offensive tattoos must be covered.

**Reference:**

JHHS/JHM Human Resources Manual Employee Policies

Subject: Appearance Standards

Policy Number: HR932

**Clinical Appearance Standards**

Clothing should be appropriate to a professional setting and respectful of internal and external customers. Outerwear fit, style, and cut should be appropriate to the work activities and not compromise the employee's ability to function safely. All clothing for direct care providers must be uniform or scrub wear. Clothing must be clean, neat, pressed, not "worn" or faded, and free from holes or tears. Clothing that promotes political causes, products or nonprofessional organizations is not acceptable.

- A. The apparel standards for the Department of Nursing will be relaxed only for defined "special events" days, as determined by the nurse manager.
- B. Clinical Clothing
  1. Employees shall
    - a. Wear scrubs in accordance with the Standardized Apparel Program Expectations (appendix A)
    - b. Ensure ID badge is visible, worn above the waist, with name/tag photo clearly visible.
      - i. Display the appropriate hang tag for their title on their ID badge. (appendix C)
    - c. Wear the appropriate Real-time Locator System (RTLS) badge (e.g., Versus) for their unit at all times during the clinical shift.
    - d. Wear white/neutral color hosiery with skirts and dresses.
  2. Only OR's, procedural areas, (and in special circumstances ICU's and the ED) nurses and technicians may wear hospital-issued scrubs.
    - a. Per HEIC, fleece jackets may not be worn in OR's and procedure areas as they post a risk for contamination and infection.
    - b. Hospital issued blue scrubs shall not be worn outside of the hospital.

**Appendix A: Standardized Apparel Program Accountability Expectations**

- A. Employees must wear the color scrub designated for their role (appendix B).
- B. Employees may wear solid neutral color (i.e., white, black, blue, and gray) turtlenecks and long or short sleeve tee shirts underneath the scrub top for warmth. If a tee shirt is worn, it must be tucked into the scrub pants or skirt.
- C. Pregnancy uniforms are to be worn as appropriate.
  - a. Pregnancy scrubs will be available for purchase on the Hopkins vendor website.



## InTouch Clock User Guide



As part of Kronos Attestation, non-exempt employees are required to attest to meal breaks and punches at the end of a shift. All employees are required to press a clock softkey when punching at the clock.

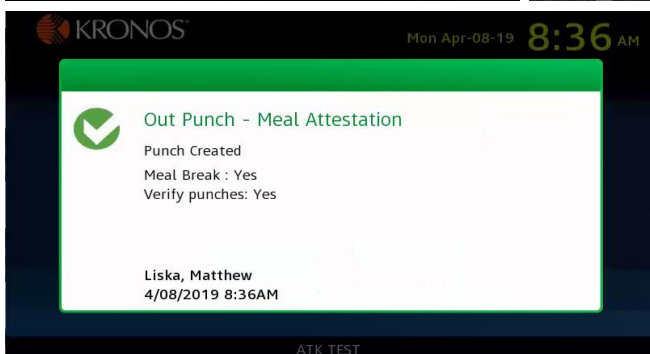
### Employee Expectation (Shift Start)

- All employees;** Select proper unit key to punch in for a shift
  - Note:** If you are not transferring to a different unit, select Home Unit by default
- Use your badge** when prompted. A successful punch will register in **Green**
  - Note:** If you are a biometric employee, also perform a finger scan when prompted



### Employee Expectation (Shift End)

- Hourly employees;** Select Out Punch key
- Use your badge** when prompted
  - Note:** If you are a biometric employee, also perform a finger scan when prompted
- A question will be displayed asking if a 30-minute **meal break** was provided during the shift. **Select the appropriate answer**
  - Note:** If you select NO to the meal break question, a canceled meal deduction will automatically be applied to the shift and your manager will be notified
- Punches for the shift will then be displayed. **Confirm if the punches are accurate by selecting the appropriate answer**
- Confirmation of a successful Out Punch will then be displayed in a **Green** window



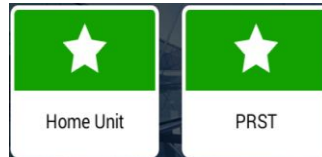
# DX Clock User Guide



As part of Kronos Attestation, non-exempt employees are required to attest to meal breaks and punches at the end of a shift. All employees are required to press a clock softkey when punching at the clock.

## Employee Expectation (Shift Start)

- All employees;** Select proper unit key to punch in for a shift
  - Note: If you are not transferring to a different unit, select Home Unit by default
- Use your badge** when prompted. A successful punch will register in **Green**
  - Note:** If you are a biometric employee, also perform a finger scan when prompted



## Employee Expectation (Shift End)

- Hourly employees;** Select Out Punch key
- Use your badge** when prompted
  - Note:** If you are a biometric employee, also perform a finger scan when prompted
- A question will be displayed asking if a 30-minute **meal break** was provided during the shift. **Select the appropriate answer**
  - Note:** If you select NO to the meal break question, a canceled meal deduction will automatically be applied to the shift and your manager will be notified
- Punches for the shift will then be displayed. **Confirm if the punches are accurate by selecting the appropriate answer**
- Confirmation of a successful Out Punch will then be displayed in a **Green** window



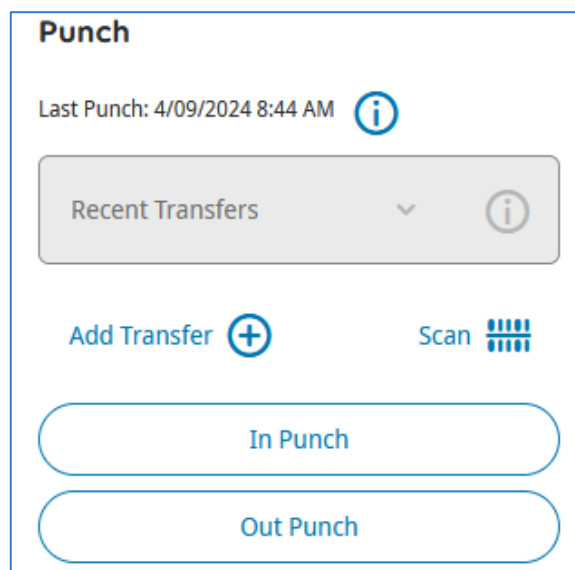
## Remote Timestamp Users

 This job aid explains how you can record your time using the punch tile.


### Use the Punch Tile:



The Punch tile can be used to record several activities:



- ✓ Transfer time to another job, labor category, or work rule
- ✓ Cancel meal or break deductions when you don't take a break during your shift (if applicable)
- ✓ Record In- and out-punches
- ✓ View your last punch time recorded



**Punch**

Last Punch: 4/09/2024 8:44 AM 

Recent Transfers  

Add Transfer  Scan 

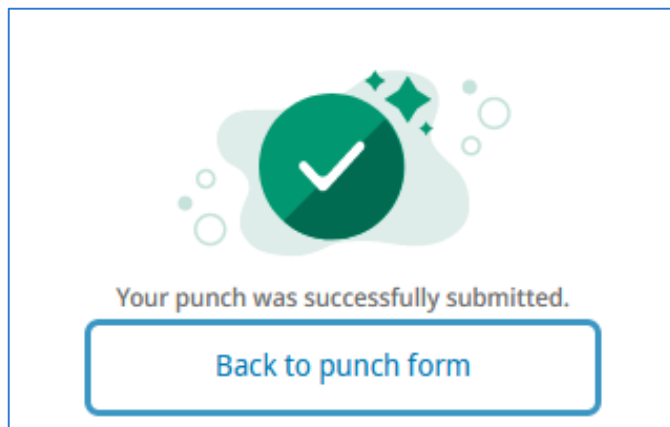
In Punch


Out Punch

### Record Time:

To record your time, select In Punch or Out Punch.

A green success message then appears at the top, along with the time of the punch updated at the bottom.

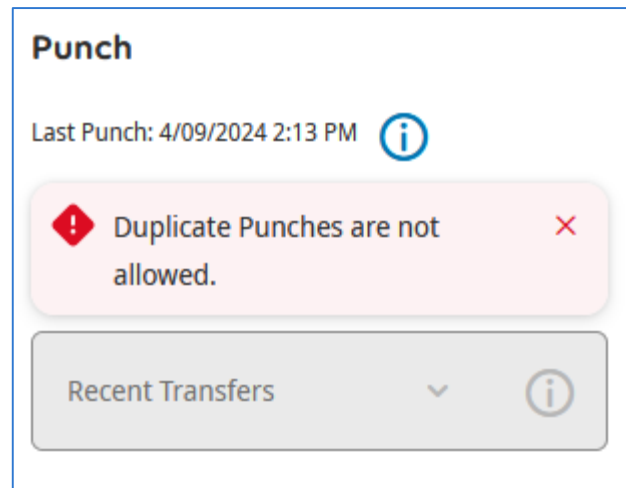





Your punch was successfully submitted.



[Back to punch form](#)

If there is a problem with the punch, a failure message displays on the tile with the reason for the failure.



**Punch**

Last Punch: 4/09/2024 2:13 PM 

 Duplicate Punches are not allowed. 

Recent Transfers 