

 <b>Kaleida Health</b> <b>POLICY</b>	<b>Title: Timekeeping Standards</b>	<b>#</b> <b>HR.309</b>
	<b>Owner: Human Resources</b>	<b>Issued:</b> 4/9/03
<b>Keywords:</b> timekeeping, KRONOS, payroll		

**I. Statement of Purpose**

Kaleida Health requires that each employee report accurate time records using the reporting mechanism utilized by the employee’s worksite.

**II. Audience**

All employees of Kaleida Health, in the event that a portion of this policy conflicts with a collective bargaining agreement, the collective bargaining agreement shall dictate.

**III. Instructions – (Outline necessary steps for consistent completion of process/ procedure)**

**A. Payroll Definitions**

1. Work Week: The work week is defined as the seven day period beginning on Sunday at 12:01 AM and ending on the following Sunday at 12:00 AM
2. Pay Date: The Thursday following the last day of each pay period.
3. Pay Period/Weekly: Payroll schedules where the wages are paid once a week on the Thursday following the end of a pay period. The weekly pay period begins each Sunday at 12:01 AM and ends on the following Sunday at 12:00 AM
4. Pay Period/Biweekly: Payroll schedule where the wages are paid every two weeks on the Thursday following the end of the pay period. The biweekly pay period begins every other Sunday at 12:01 AM and ends on the following Sunday at 12:00 AM

**B. Roles and Responsibilities**

1. Recording time – all employees
  - a. Employees are expected to adhere to the policy and are responsible for recording all hours for which they are eligible to be compensated, including regular, PTO, on call, call in, union time etc. It is the employee’s responsibility to accurately and correctly enter all time before the end of each pay period using the mechanism defined for that particular site. This includes, but is not limited to:
    - 1) In/Out Punches
    - 2) Floating hours to another department
    - 3) Entering hours as “Charge,” “Preceptor,” “Union Time,” “Alternate Rate(s),” “Education/Orientation” and “Call In”
    - 4) Recording Scheduled PTO, Unscheduled PTO and On Call
  - b. Employee Time Entry Instructions are available to all employees on Kaleidascope and should be posted in each department and/or near the phones designated by management for employees to use to record their worked and non-worked time.

- c. Hours recorded by these means are considered permanent legal records of an employee's worked and non-worked time.
- d. Employees are expected to follow the current departmental and contractual requirements in effect for the use and reporting of excused absences.
- e. A 30-minute meal period is automatically assumed and calculated by the automated time and attendance system for all employees working any shift longer than 6 hours. An employee may only work through a meal period when required by management. Employees must notify and have management approval prior to working through the mealtime.

2. **Hourly employees on an automated time and attendance system - Clock In/Clock Out**

- a. Every employee must be advised of the requirement to clock in and out utilizing the telephone (or other device) designated for this purpose by his or her manager. Managers must be sure that each and every employee is notified of which phone(s) or device is acceptable for this purpose. A record of this notification should be maintained by the Manager (See Attachment A of this policy).
- b. All hourly employees must clock in just prior to the beginning of their assigned shift, through use of the Kronos Timekeeping System. Coding instructions are provided to each employee and are posted in each department. Employees may not clock in earlier than seven (7) minutes before the beginning of their shift, unless authorized by their supervisor. All employees are expected to clock-in and be at their work station ready to begin work at the beginning of their shift.
- c. Employees will not be docked when clocking in up to seven (7) minutes after the beginning of their shift. Hourly employees who are tardy during this seven (7) minute period will receive pay, but will be subject to discipline, under the Kaleida Attendance Policy. Employees who clock-in after this seven (7) minute period will be docked pay in fifteen (15) minute intervals, and will be subject to discipline.
- d. All hourly employees must clock-out at the end of their shift. Employees are not permitted to clock-out more than seven (7) minutes past the end of their shift without the prior approval of their supervisor. The employee's immediate supervisor must authorize overtime before it is worked.
- e. Employees are reminded that consistent clocking in up to seven (7) minutes after their regular workday begins and/or clocking out up to seven (7) minutes before the end of their regular shift will result in disciplinary action.
- f. Hourly employees who take time off during the workday (with supervisory approval) must clock out when they leave and clock in when they return. They may choose to use PTO time, as is appropriate, and consistent with the departmental policy concerning use of accrued leave time. Employees must record the PTO time according to the procedures identified for their respective time reporting system.

- g. Employees will not be required to clock in and out for unpaid meal breaks providing they do not leave the premises. If, however, an employee leaves the premises during a meal break he/she will be required to clock in and out utilizing the "Clocked Out, Left Premises" Kronos time entry code. Employees who receive a paid meal break must clock in and out if he/she leaves the premises.
  - h. Employees will not be required to clock in and out for paid break time providing they do not leave the premises. If, however, an employee leaves the premises on break time he/she will be required to clock in and out and will not be paid for time off the premises.
  - i. Employees are not to clock in or clock out for any other employee under any circumstances. Employees who do so will be subject to disciplinary action, up to and including immediate termination.
  - j. An employee reporting problems clocking in and/or out should contact their immediate supervisor as soon as possible so the problem may be corrected. Employees are expected to know their access code and to clock in their hours as per the instructions they have been provided.
3. **Salaried employees on an automated time and attendance system**  
All salaried employees, including management, are responsible for recording exceptions only to regularly scheduled hours. This includes PTO, bereavement, jury duty and military time. Job absences are reported in full day (7.5 hour, 10 hour, 12 hour) or 4-hour increments only.
4. **Timekeeper Responsibilities**
- a. Each cost center manager is responsible for enforcement of the Timekeeping Policy #309 and for the completion of all timekeeper duties, which include reviewing, auditing and approving time records for all their employees. A manager may assign a designee to audit and approve time for the cost center. However, the manager is still responsible for all time submitted and paid in that cost center. Timekeepers who are transferred to a new cost center should have their access removed from their former cost centers by completing and submitting a Kronos Timekeeper Access Change Form. Those approved for timekeeper access by the department manager can apply for access by completing an IST Security Access Form.
  - b. If a timecard must be corrected or an audit is needed on a time record in a time and attendance system, the manager or designee makes the change and must provide an explanation to the employee regarding any changes made prior to the payday. It is expected that the manager or designee will correct any hours not recorded or recorded improperly before signing off/approving the timecards and submitting the time to payroll for payment. The employee and manager should record any exceptions, corrections, and/or edits on the Timekeeper Exception Log. The Timekeeper Exception log is a permanent legal record and should be kept by the manager to support any edits, changes that are made to the employee's timecard. Managers and timekeepers are subject to the progressive discipline process for changing time records in order to fraudulently decrease or increase payments to employees.

- c. Management or identified designee shall verify and approve payment for all time recorded on timecards or on time and attendance systems by 10:00 a.m. on the Monday immediately following the end of the pay period.
  - d. Managers are responsible for informing HRIS of changes to an employee's status, location, department code, shift and schedule (8 hour to 10 or 12 hour) on a timely basis, as these factors determine accurate pay calculation. These changes should be submitted to HRIS one week prior to the effective date of the change.
  - e. Managers are responsible for instructing their employees on the correct procedures for time recording, and to discipline employees who are not in compliance with Kaleida Health policies and procedures regarding timekeeping and payroll. Managers are to provide specific departmental procedures regarding calling off or taking scheduled and unscheduled benefit time. Phone clock-in instructions and the Timekeeping Policy (HR.309) are to be distributed to employees entering the unit as part of the Department Orientation process. Managers are to provide instructions in writing to all employees as to the appropriate phone(s) to use when clocking in and out, and what the phone numbers are. Employees must verify receipt of those instructions and phone numbers by completing and signing Attachment A. Attachment A may be kept in the employee's department. Managers must attest that they have provided this information to their employees as part of the manager's annual performance review process.
  - f. In those cases where an employee floats or temporarily transfers to a different unit, the manager of that unit must provide instructions in writing to the employee as to the appropriate phone(s) to use when clocking in and out, and what the phone numbers are.
  - g. A manager may assign a designee to audit and approve time for the cost center. Managers remain responsible for the oversight of all time submitted and paid in that cost center. Managers are responsible for reviewing the summary, punch origin and audit reports available in the time and attendance system and other corporate reporting applications.
5. **Consequences of Incorrect Time Recording**
- a. Falsification of time records, by the employee, timekeeper or approving manager, is a violation of this policy and is considered an extremely serious offense that must be addressed using the progressive discipline process.
  - b. If an employee fails to accurately record his or her time as a result of circumstance beyond that employee's control, no discipline is required but that employee's manager should inform the employee of the expectation to record time correctly.
  - c. If an employee fails to accurately record his or her time as a result of oversight, no discipline is required but that employee's manager should counsel the employee of our expectation that the employee is to record

time correctly and that further failure to do so shall result in the commencement of progressive discipline.

- d. If an employee fails more than once to accurately record his or her time as a result of oversight, the manager should commence progressive discipline.
- e. If an employee intentionally fails to accurately record his or her time for a purpose other than receiving compensation in an amount greater than the employee is entitled to receive, the manager should commence progressive discipline.
- f. If an employee intentionally fails to accurately record his or her time for the purpose of receiving compensation in an amount greater than the employee is entitled to receive, the manager should apply a higher level of progressive discipline, to include termination when appropriate.
- g. If unsure of the appropriate course of action, the manager should contact his or her site HR Representative.

6. **Treatment of Incorrect Paychecks**

- a. In cases where incorrect or tardy time records have been submitted, payroll may be required to issue manual checks. In the case of an underpayment **or overpayment**, the employee must notify the manager as soon as possible after receiving the incorrect paycheck. **In cases of underpayment**, the manager will verify that the employee is due the extra hours, and verify the employee's correct mailing address. The manager will notify payroll of the pay discrepancy, as well as the employee's correct mailing address. Payroll will then issue a corrected check and mail to the employee's home within two business days or include the corrected amount in the employee's next paycheck, whichever date is sooner.
- b. Manual checks will only be issued if the amount of the correction is equal to or greater than three hours of the employee's hourly rate.
- c. In the case of an overpayment, managers must notify payroll as soon as they are made aware of the error. If the employee has not cashed his/her check, the employee may return the check and payroll will issue a corrected check immediately. If the check has been cashed or the overpayment directly deposited to the employee's bank account, payroll will deduct the overpayment from the employee's next check. If the overpayment exceeds the funds in the next check, the employee will be asked to sign an agreement to a repayment plan.

7. **Advance Payments**

No advance payments are made for either regular hours or benefit time (PTO) under any circumstances. Employees are strongly encouraged to have their pay directly deposited to a checking or savings account in order to have their pay available to them should they not be working on a payday.

**8. Audits of Time and Payroll Records**

All time reports and payroll records are subject to audits at any time including unannounced reviews by Internal Audit.

**IV. Approved by - (Include date)**

Corporate Policy Approval Committee      11/16, 3/10/17

**V. References (Include evidence based research, Kaleida Health policy, and regulation as applicable)****Version History:**

<b>Effective Date:</b>	<b>Reviewed/ Revised</b>
4/17/17	Revised
1/3/17	Revised
8/15/16	Reviewed no changes
6/12	Reviewed no changes
6/09	Revised

Kaleida Health developed these Policies, Standards of Practice, and Process Maps in conjunction with administrative and clinical departments. These documents were designed to aid the qualified health care team, hospital administration and staff in making clinical and non-clinical decisions about our patients' care and the environment and services we provide for our patients. These documents should not be construed as dictating exclusive courses of treatment and/or procedures. No one should view these documents and their bibliographic references as a final authority on patient care. Variations of these documents in practice may be warranted based on individual patient characteristics and unique clinical and non-clinical circumstances. Upon printing, this document will be valid for 12/28/2017 only. Please contact Taylor Healthcare regarding any associated forms.