

**DEPARTMENT OF FAMILY MEDICINE
OPERATING STANDARD - CONSEQUENCES OF LATENESS AND ABSENCE**

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- Purpose** 1 The purpose of this Operating Standard is to provide clarity and guidance around how Resident Lateness and Absence is to be addressed in the Family Medicine Residency Training Program
- Scope** 2 This Operating Standard applies to Residents in the Calgary, Rural, and Enhanced Skills Programs in Family Medicine at the University of Calgary’s Cumming School of Medicine
- Definitions** 3 In this Operating Standard:
a) “Absence” means a failure to attend a Program element
b) “Coordinator” means the relevant Program administrative staff responsible for an individual Resident in each of the Calgary, Rural, or Enhanced Skills Programs. In the Calgary Program, this is intended to mean the Division Coordinator. In the Rural Program, this is intended to mean the Site Coordinator.

- c) “Director” means the Postgraduate Director in Family Medicine, or their delegate, which may include the Division or Site Director, or Individual or Overall Enhanced Skills Program Director.
- d) “Late” means to arrive at a Program element after the start time of said element. Note that there is no “grace period” for lateness.
- e) “Resident” means the postgraduate trainee

**Policy
Statement**

4 Safety

4.1 Residents are expected to abide by all relevant policies and operating standards when travelling, to ensure their safety, which must be prioritized when interpreting this Operating Standard.

5 Providing Notice of Anticipated Lateness or Absence

5.1 When Residents are aware in advance that they may be unable to attend any mandatory element (clinical or academic or otherwise) of the Program in a timely manner, they are expected to contact the relevant individuals promptly. This should include both their Coordinator and relevant contact for any clinical elements.

6 Unanticipated Lateness or Absence

6.1 When Residents are not aware in advance that they may be unable to attend any mandatory element (clinical or academic or otherwise) of their Program in a timely manner due to circumstances outside of their control, they are invited to discuss these circumstances with their Coordinator or Director.

7 Consequences for Absence

- 7.1 For mandatory Program elements lasting a half-day or less, Residents who are marked as having an unexcused absence will receive a warning upon the first offence
- 7.2 Residents with an unexcused absence from mandatory Program elements lasting a half-day or less for a second time will be notified and reported to their employer, Alberta Health Services. Their employer may dock pay as a consequence
- 7.3 Residents with an unexcused absence from a full-day Program element will be notified and reported to their employer, Alberta Health Services. Their employer may dock pay as a consequence.
- 7.4 Future absences will be addressed with notification and reporting to their employer. Their employer may dock pay as a consequence.
- 7.5 Residents who are reported on two occasions MUST meet with their Director as described below.

8 Consequences for Lateness

- 8.1 Residents are expected to be in attendance at the start of each Program element. There is no “grace period” for on-time attendance
- 8.2 Residents who arrive late to a Program element (clinical, academic, or otherwise) will receive a warning
- 8.3 Residents who receive 3 warnings MUST meet with their Director, as described below.

8.4 Residents who receive any combination of 3 or more lateness or absence notifications MUST meet with their Director

9 Meeting with Director

9.1 Directors should communicate with Residents following any lateness or absence. These communications may be by email, telecommunications, or in person. The purpose of these discussions is to inform the Resident that their absence or lateness has been noted, and to identify any underlying issues or concerns that may be influencing a Resident's ability to attend in a timely manner.

9.2 During such meetings, the Director may consider one or more of the following, or other options, in response to the Resident's repeated lateness or absence:

9.2.1 Formal documentation for the Resident's Program file describing the Program's concerns about his/her repeated lateness and/or absence

9.2.2 Development of a Focused Learning Plan to address the repeated lateness and/or absence

9.3 As in any case where a Resident has been unsuccessful in addressing performance deficiencies identified in a Focused Learning Plan, the Director may choose to extend the Focused Learning Plan, or refer the Resident to the Resident Progress Subcommittee for consideration of a formalized remediation plan.

9.4 At the conclusion of any formal meeting, the Director will provide clarity to the Resident regarding the consequences of any future lateness or absence.

10 Consequences of outstanding concerns regarding lateness and absence

10.1 Where a Resident's repeated absence or lateness is considered to be an outstanding concern regarding professionalism, the Director must consider these concerns in the context of the Program's Policy on Promotion and Completion when recommending any Resident for Promotion or Completion.

10.2 Where issues related to repeated unexcused lateness and absence are deemed to be outstanding or unresolved at the time of graduation, the Director may reference them when completing reference documents for the Resident seeking privileges or registration with Colleges or Regional Health Authorities.

Special Situations

5 Special Situations

As indicated above, Resident safety must be considered when determining appropriate consequences

Responsibilities

6 Approval Authority

- ensure appropriate rigour and due diligence in the development or revision of this Operating Standard.

Implementation Authority

- ensure that University staff are aware of and understand the implications of this Operating Standard and related procedures;
- monitor compliance with the Operating Standard and related procedures;
- regularly review the Operating Standard and related procedures to ensure consistency in practice; and
- sponsor the revision of this Operating Standard and related procedures when necessary.

Parent Policy	7	Department of Family Medicine Residency Program Attendance and Leave Policy
Related Policies	8	Resident Safety Policy
History	9	<i>Approved: electronically PGEC</i> <i>Effective:</i>