

SDT AMBASSADOR ATTENDANCE POLICY

Objective:

The purpose of this policy is to set forth San Diego Theatres policy and procedures for handling Volunteer Ambassador absences and tardiness to promote the efficient operation of the company and minimize unscheduled absences.

Policy:

Punctual and regular attendance is an essential responsibility of each Ambassador at San Diego Theatres. Ambassadors are expected to report to their scheduled volunteer shift, on time and prepared to start their shift. Ambassadors also are expected to remain at their post for the entirety of their scheduled shift. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

Absence:

"Absence" is defined as the failure of an Ambassador to report for their shift when they are scheduled. The two types of absences are defined below:

- Excused absence occurs when all the following conditions are met:
 - The Ambassador provides the Event Services Supervisor sufficient notice of at least 48 hours in advance of the absence.
 - The absence request is approved in advance by the Ambassador's supervisor.
- Unexcused absence occurs when any of the above conditions are not met. If it is necessary for an Ambassador to be absent or late for their volunteer shift because of an illness or an emergency, the Ambassador must notify their supervisor no later than one hour prior to the Ambassador's scheduled starting time on that same day. If the Ambassador is unable to call, it is preferred that they have someone call/email on their behalf.
 - An unexcused absence counts as one occurrence for the purposes of discipline under this policy.

Tardiness and Early Departures:

Ambassadors are expected to report to their volunteer shift on time, as well as take and return from scheduled breaks on time. If Ambassadors cannot report to their shift at their scheduled time, they must notify the Event Services Supervisor no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the Supervisor that a schedule change may be necessary. Ambassadors who must leave before the end of their scheduled shift must notify a supervisor immediately. If the supervisor is not informed in a timely manner, the Ambassador may be subject to disciplinary action.

Management Response:

Excessive absenteeism is defined as two or more occurrences of unexcused absence in a quarter (3-month period). If the absenteeism continues, the Ambassador will be subject to the following progressive actions over a rolling quarter (3-month period):

- 2 unexcused absences within a quarter – verbal conversation
- 3 unexcused absences within a quarter – verbal conversation
- 4 unexcused absences within a quarter – verbal conversation
- 5 unexcused absences within a quarter – dismissal from the program

Excessive tardiness is defined as 2 or more occurrences of lateness when reporting to their shift late, and/or taking or returning from a break after the designated time over a quarter (3-month period). If the tardiness continues, the Ambassador will be subject to the following progressive actions over a rolling quarter (3-month period):

- 2 tardies within a quarter – verbal conversation
- 4 tardies within a quarter – verbal conversation
- 6 tardies within a quarter – verbal conversation
- 8 tardies within a quarter – dismissal from the program

Program Abandonment:

A No call/No show is when an Ambassador fails to report to their shift without notifying their supervisor. If an Ambassador fails to report for a period of three scheduled events or more, they will be considered to have abandoned the program and voluntarily dismissed from the volunteer relationship. Additionally, if an Ambassador fails to interact with the program for over 8 months, they will be considered to have abandoned the program. If an Ambassador wishes to reenter the program and they are approved to do so, they will need to undergo the orientation process again.