



## Section 2: Office Processes

### 2.1 Attendance and Punctuality

In order to serve our community partners well we rely on consistent attendance from our staff. Staff is expected to come to work every day as scheduled, arrive and leave on time. Time away from work not requested in advance is considered an unplanned absence, and if excessive, will result in disciplinary action.

#### Attendance Standard

The standard working hours are Monday – Friday, 9:00 a.m. – 4:30 p.m., with the exceptions of evening classes or weekend events. The following are considered violations of the attendance standard, and subject to disciplinary action:

- **Four or more** unplanned absences or incidences of unplanned tardiness/leaving early in a three-month period.
- Any instance of a “no call/no show”.

#### Examples of Unplanned Absences

- Employee or family member illness (unless an approved Family Medical Leave Absence (FMLA)) not reported before day of scheduled work
- No call or No show
- Tardiness without prior approval
- Leaving earlier than scheduled without prior approval
- Absence from work site (in the field or office) when scheduled

**Note:** Staff is encouraged to request time off at least two weeks in advance using absence and vacation slips provided at the local office.

#### Daily Call-In Procedure

- Call the local office prior to 9:00 a.m. and either leave a message or speak to the Administrative Assistant.  
Please provide the following information:
  1. Date, time of call and location (*if calling from a worksite or in the field*)
  2. State the reason for lateness or absence.
  3. Expected return-to-office date/time.
- If unable to leave a message (*i.e., due to a full voice mailbox*), contact your supervisor, as soon as possible.



## 2.1 Attendance and Punctuality (continued)

In the event that you cannot report to work as scheduled, you must follow the standard call-in procedure outlined below:

### Sick/Late

- As soon as you know you will be late/out sick and as soon as you are able, call in to designated office phone and call your supervisor. (Make efforts to arrange coverage for a workshop, if scheduled)
- If no one picks up at the office, leave a message with all pertinent information.

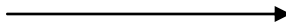
### Vacation

- At least 2 week notice and supervisor’s approval in writing BEFORE finalizing plans
- Seek approval as soon as you know your vacation plans.

Personal



Family/Medical Emergency



Other



**Call as soon as you know  
and are able.**



## 2.2 Recording Time—Kronos

Cornell University employees use the Kronos Time Recording system. Kronos is a web-based system that enables employees to easily record their time worked and their time away from work. Time is recorded by entry into a web-based timecard accessed with a Cornell Net ID and password. All Staff must adhere to the Time Collection Policy:

- On a DAILY basis, all staff are to access the Kronos system:  
<https://www.kronos.cornell.edu> (see Attachment 2.a: Kronos—The Basics)
- Enter the *actual in and out times* in “hour: minute” format, i.e. 8:05 a.m.
- Supervisors review timecards *before the end* of the Kronos pay period. This ensures that direct supervisors, who have firsthand knowledge of hours worked, have confirmed the accuracy of the time recorded.
- All supervisors will be required to place their approval on current and previous pay periods.

### Methods of Recording Hours

- **In-Office**
  - Sign in at arrival (in designated sign-in book)
  - Sign in and out for lunch
  - Sign out upon departure
- **Off-site/In-field**
  - Call in to designated office phone upon your arrival at the site
  - Sign in for arrival, lunch, and departure in designated sign-in book upon return to your site office.

Time recorded in Kronos and the times recorded in the sign-in book must MATCH, though these times may differ from those that were originally recorded in the Community Educator’s schedule (due to cancellations, etc.).

**NOTE: For most staff, the workday begins at 9:00 a.m. (unless an early workshop is scheduled, or a flex-time agreement is in effect). Arrival at the office prior to 9:00 a.m. should be recorded in the sign-in book as such: “8:45/9:00 a.m.”. However, your Kronos hours will be recorded as 9:00 a.m. (the official start time).**

**Off-site/In-field hours are when you ARRIVE at the agency/site, NOT when you are “on the way”.**



## 2.2 Recording Time—Kronos (continued)

Recorded times are documented by staff in this form:

### **Office Manager/Administrative Assistant**

- Monitors attendance and sign-in book
- Receives and records call-ins from staff (maintains a call log)

### **Supervisor**

- Highlight the sign-in book to draw attention to missing/invalid information
- Sign off and on/approve Community Educator's Kronos

### **Community Educator**

- Sign in/out or call in as appropriate

## **Time Collection Policy Reminders**

### **Rest Periods**

While not required by law, employees at CUCE-NYC are allowed two 15 minute paid break periods per day. A rest period is considered time worked and should not exceed 15 minutes.

- Rest-period time may not be added to the lunch hour or other off-duty time.
- Rest-period time cannot be accumulated to provide for a prolonged time-off period.
- Scheduling of rest periods for individuals should not interfere with the department's normal operation.
- Rest periods should not occur at the beginning or conclusion of the work day.

### **Meal Periods**

When a nonexempt employee works more than four hours, which includes the period of 11:00 a.m. to 2:00 p.m., he/she must take at least 30 minutes for the meal period. Such 30-minute meal period must be taken within the 11:00 a.m. to 2:00 p.m. timeframe.

If a nonexempt employee is scheduled to work a shift which begins before noon and continues later than 7:00 p.m., the employee must take an additional meal period of at least 20 minutes between 5:00 p.m. and 7:00 p.m.

Meal periods are unpaid and cannot be accumulated to provide for a prolonged time-off period.



## 2.2 Recording Time—Kronos (continued)

### Flextime

The department head, supervisors may coordinate work schedules to allow employees to arrange their own daily arrival and departure time, break time, and lunch period. All arrangements must conform to the overtime provisions of the Fair Labor Standards Act.

Refer to the links below for more information on the **Fair Labor Standards Act**:  
(see Attachment 2.b: Flexible Work Arrangement Agreement Form)

- [https://www.hr.cornell.edu/policies/nonacademic/labor\\_standards.html](https://www.hr.cornell.edu/policies/nonacademic/labor_standards.html)
- <http://www.dol.gov/compliance/laws/comp-flsa.htm>

### End of Payroll Period Process and Time Line

**Tuesday:** All staff must have all time recorded by Tuesday at noon. This will involve projecting time worked for Wednesday.

**Wednesday:** Supervisors must review and approve time by Wednesday at 9:00 a.m.

**Wednesday:** Payroll Reps review and approve time worked and troubleshoot questions and problems.

**Thursday:** Time collection and correction ends Thursday at noon.

***Both the employee and the supervisor are responsible for ensuring accuracy of time recorded and approved. Knowingly approving inaccurate time collection data is in violation of university policy and illegal under the Fair Labor Standards Act, and may subject the person(s) to disciplinary/legal action (up to and including discharge).***

***For more information on using and accessing the Kronos system, go to:***

<http://www.dfa.cornell.edu/dfa/payrollservices/services/kronos/howtoguides>



## 2.3 Quality Time—Fridays

Cornell University Cooperative Extension-NYC Nutrition and Health staff should observe quality quiet time in shared staff workspace for three hours on Fridays in order to allow for concentration and completion of paperwork.

- The proposed quiet hours are from 10:00 a.m.-12:00 p.m. and from 3:00 p.m.-4:00 p.m. (except during Summer Fridays)
- All conversations (including cell phones) should be held outside of shared workspace during these hours.
- If other quiet hours are needed, the conference rooms available in all borough offices should be utilized to meet this need. Conference rooms can/should be reserved ahead of time via the online Outlook calendar for this purpose.
- Signage and announcements should be made at the beginning and end of quality time.

\*\*Exceptions to Friday quality time will be determined by the Program Coordinator (e.g. community educators have scheduled classes on Friday) and arrangements will be made to observe the quality quiet time on a different day.