



 **Improving Attendance**

1. Survey your unit or department to determine if there's confusion about the use of sick time. If needed, find ways to educate staff on sick leave, tardiness and clocking in and out.
2. Create an “attendance star” board to recognize staff members with great attendance.
3. Encourage colleagues to schedule routine appointments during off-hours or in conjunction with lunch or breaks when possible.
4. Track call-outs and use anonymous surveys to test for reasons why they are occurring. Use cause-and-effect tools such as fishbone diagrams to address unforeseen circumstances, morale, physical environment, workload or personal reasons.
5. Engage staff with frequent conversations and be alert for—and respond to—indications of unhappiness or tension.
6. Recruit an attendance champion to be on the lookout for opportunities to coach others on the importance of banking sick leave.

**USE THE TOOLS ON [LMPartnership.org](https://lmpartnership.org):**

7. Help employees track sick-leave usage by printing out and distributing the **Attendance Calendar**.
8. Promote use of the **HRA Calculator**, an interactive tool that shows how much banked sick days could be worth if saved and used to fund a Health Reimbursement Account at retirement.
9. Use the **Attendance Scorecard** to learn about the six essentials of good attendance and to see how your team rates.
10. Develop small tests of change to address the weak spots identified by the Attendance Scorecard.

Find these tools on the partnership website by typing the bold-face phrases in the search box on the home page.

Unit-based teams encourage employees to make wise use of the National Agreement's sick-leave provisions, which help ensure that individuals have income in the event of a long-term illness or disability. Absences can also create a hardship on other employees and affect member service and care.

These tips are gleaned from LMP reporting and from conversations with KP attendance leaders. They are intended as a starting point for team discussions. Go to [LMPartnership.org/tentips](https://lmpartnership.org/tentips) for stories and tools on how to improve attendance at your workplace.