



CALL-IN LOG TEMPLATE

Use this template to capture information regarding any unscheduled absence within your department.

Name/ Name of Person Who Made the Call	Date/Time Call Was Received	Call Time/ Name of Employee Who Took the Call	Reason for Absence <i>(Consider asking "What 'Leave Bank' Would You Like to Use?")</i>	Expected Return Date	Notes

*Note to Managers/Supervisors: Asking about the **Leave Bank** enables you to understand the reason for absence without seeming like you're prying. It may be a more non-threatening approach to lead into a discussion with the employee. Gaining additional information about his/her thoughts could also help you ascertain if the leave type is valid. If it's not, this is a great time to share your thoughts about why it should or shouldn't be used.*

Managers and Supervisors are advised to set clear call-in rules (in writing) for all Employees (not just those taking leave) and specify by when an Employee must call in. Also include specifics such as whether or not email or text is acceptable or if the Employee must talk to a live person and/or leave a voice mail.

A Manager/Supervisor may find it difficult to keep an individuals' performance separate from that person's use of FMLA leave. HRCs can coach Managers by offering to keep performance issues at one level and FMLA issues at another level.