

SUBJECT	Date
STANDARD OPERATING PROCEDURES MANUAL OFFICE ASSIGNED HOURS – Form #S-17	12-01-06

PURPOSE: To be as accessible to residents and others as possible.

REFERENCES: 1930-C
Florida Statutes
Georgia Statutes
Procedure Memoranda

1. Office hours are determined on an individual property basis. Each employee must abide by their particular schedules. FMC will not tolerate any deviation from scheduled hours to be worked unless the request is approved and in writing. Requests for unpaid time off should be kept to a minimum.
2. Any permanent changes to scheduled office hours must be approved by Management.
 - A. SM completes Personnel Action Notice (P-3)
 - B. SM faxes to DM for approval signature
 - C. DM faxes to DPM for approval signature
 - D. DPM notifies DM of approval and orders new signage
 - E. DPM forwards P-3 to HRA for filing purposes
 - F. DPM arranges for pick up and delivery of signage
 - G. Hours may not change until the new signage is in place
3. When out of the office during regular hours (**less** than 15 minutes).
 - A. Place a sign on the door indicating when you will return.
 - B. Lock the door.
4. When out of the office during regular hours (**more** than 15 minutes but less than one day).
 - A. Complete Personal Time Form (P-9).
 - B. Forward P-9 to DM for approval.
 - C. Once approved by DM, forward to Home Office.
 - D. On the day preceding the day of absence, place a sign on the door indicating when the office will reopen and why the office is closed (eg. training, illness, meeting, etc.)
 - E. Lock the door.

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5. Every employee is expected to attend to personal matters outside of assigned hours. For example, the following list includes, but is not limited to, those situations which would not be considered excusable reasons:
- A. Doctor appointments
 - B. Haircuts
 - C. Car appointments
6. Complete form (S-17) as follows for #3 and #4 above:
- (1) The day or days that the office will be closed.
 - (2) The date or dates that the office will be closed.
 - (3) Starting and ending times that the office will be closed.
 - (4) The reason that the office will be closed (training, illness, etc.)
 - (5) The day that the office will reopen.
 - (6) The date that the office will reopen.
 - (7) The time that the office will reopen.
7. If an emergency arises and the SM will not be able to go to the office, the maintenance person should be contacted to post the sign.