

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

68-0157 (9-06) - 3091078 - EI

**BRITNEY L GRUNDY**  
Claimant

**APPEAL NO. 13A-UI-07837-HT**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**ABM JANITORIAL SERVICES NORTH**  
Employer

**OC: 06/02/13**  
**Claimant: Respondent (2-R)**

Section 96.5(2)a – Discharge

**STATEMENT OF THE CASE:**

The employer, ABM Janitorial Services North (ABM), filed an appeal from a decision dated June 24, 2013, reference 01. The decision allowed benefits to the claimant, Britney Grundy. After due notice was issued, a hearing was held by telephone conference call on August 12, 2013. The claimant participated on her own behalf. The employer participated by Account Manager John VanKamen, Supervisor Susan Gill and was represented by Employers Edge in the person of Deniece Norman.

**ISSUE:**

The issue is whether the claimant was discharged for misconduct sufficient to warrant a denial of unemployment benefits.

**FINDINGS OF FACT:**

Britney Grundy was employed by ABM from July 10, 2012 until June 7, 2013 as a full-time cleaner. She had received several warnings for absenteeism and tardiness during her employment. Her absences and tardies were due to oversleeping and lack of child care, and one incident of a sprained ankle for which she had a medical excuse.

Her last day of work was May 30, 2013. Shortly after arriving she asked for permission to leave to go to the doctor because her leg hurt. She was given permission and did go to the emergency room later that day.

She was no-call/no-show to work on May 31, 2013, because she had dropped her cell phone in water and it was not working. Her mother had taken her to the emergency room the day before but she did not ask her to call the employer on her behalf. When she returned to work on June 3, 2013, she was suspended and told to report to Account Manager John VanKamen on June 7, 2013. She reported as ordered and was discharged at that time for excessive unexcused absenteeism.

Britney Grundy has received unemployment benefits since filing a claim with an effective date of June 2, 2013.

## REASONING AND CONCLUSIONS OF LAW:

Iowa Code section 96.5-2-a provides:

An individual shall be disqualified for benefits:

2. Discharge for misconduct. If the department finds that the individual has been discharged for misconduct in connection with the individual's employment:

a. The individual shall be disqualified for benefits until the individual has worked in and has been paid wages for insured work equal to ten times the individual's weekly benefit amount, provided the individual is otherwise eligible.

871 IAC 24.32(1)a provides:

Discharge for misconduct.

(1) Definition.

a. "Misconduct" is defined as a deliberate act or omission by a worker which constitutes a material breach of the duties and obligations arising out of such worker's contract of employment. Misconduct as the term is used in the disqualification provision as being limited to conduct evincing such willful or wanton disregard of an employer's interest as is found in deliberate violation or disregard of standards of behavior which the employer has the right to expect of employees, or in carelessness or negligence of such degree of recurrence as to manifest equal culpability, wrongful intent or evil design, or to show an intentional and substantial disregard of the employer's interests or of the employee's duties and obligations to the employer. On the other hand mere inefficiency, unsatisfactory conduct, failure in good performance as the result of inability or incapacity, inadvertencies or ordinary negligence in isolated instances, or good faith errors in judgment or discretion are not to be deemed misconduct within the meaning of the statute.

871 IAC 24.32(7) provides:

(7) Excessive unexcused absenteeism. Excessive unexcused absenteeism is an intentional disregard of the duty owed by the claimant to the employer and shall be considered misconduct except for illness or other reasonable grounds for which the employee was absent and that were properly reported to the employer.

The claimant had been advised her job was in jeopardy as a result of her absenteeism. In spite of the warning she left work for medical reasons on May 30, 2013, but was no-call/no-show the next day. There were options she could have taken such as having her mother call in for her since she did not have a phone, or could even have used her mother's phone, or the doctor's office phone, to call before she left the hospital on Thursday.

The record establishes the claimant was discharged for excessive, unexcused absenteeism. Under the provisions of the above Administrative Code section, this is misconduct and the claimant is disqualified.

Iowa Code section 96.3-7, as amended in 2008, provides:

7. Recovery of overpayment of benefits.

a. If an individual receives benefits for which the individual is subsequently determined to be ineligible, even though the individual acts in good faith and is not otherwise at fault, the benefits shall be recovered. The department in its discretion may recover the overpayment of benefits either by having a sum equal to the overpayment deducted from any future benefits payable to the individual or by having the individual pay to the department a sum equal to the overpayment.

b. (1) If the department determines that an overpayment has been made, the charge for the overpayment against the employer's account shall be removed and the account shall be credited with an amount equal to the overpayment from the unemployment compensation trust fund and this credit shall include both contributory and reimbursable employers, notwithstanding section 96.8, subsection 5. However, provided the benefits were not received as the result of fraud or willful misrepresentation by the individual, benefits shall not be recovered from an individual if the employer did not participate in the initial determination to award benefits pursuant to section 96.6, subsection 2, and an overpayment occurred because of a subsequent reversal on appeal regarding the issue of the individual's separation from employment. The employer shall not be charged with the benefits.

(2) An accounting firm, agent, unemployment insurance accounting firm, or other entity that represents an employer in unemployment claim matters and demonstrates a continuous pattern of failing to participate in the initial determinations to award benefits, as determined and defined by rule by the department, shall be denied permission by the department to represent any employers in unemployment insurance matters. This subparagraph does not apply to attorneys or counselors admitted to practice in the courts of this state pursuant to section 602.10101.

The claimant has received unemployment benefits to which she is not entitled. The question of whether the claimant must repay these benefits is remanded to the UIS division.

**DECISION:**

The representative's decision of June 24, 2013, reference 01, is reversed. Britney Grundy is disqualified and benefits are withheld until she has earned ten times her weekly benefit amount in insured work, provided she is otherwise eligible. The issue of whether the claimant must repay the unemployment benefits is remanded to UIS division for determination.

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Bonny G. Hendricksmeier  
Administrative Law Judge

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Decision Dated and Mailed

bgh/css