

IOWA WORKFORCE DEVELOPMENT  
Unemployment Insurance Appeals Section  
1000 East Grand—Des Moines, Iowa 50319  
DECISION OF THE ADMINISTRATIVE LAW JUDGE  
68-0157 (7-97) – 3091078 - EI

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GOOD SAMARITAN SOCIETY INC  
c/o FRICK UC EXPRESS  
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ST LOUIS MO 63166-0283

Appeal Number: 06A-UI-06970-ET  
OC: 06-11-06 R: 03  
Claimant: Respondent (2)

**This Decision Shall Become Final**, unless within fifteen (15) days from the date below, you or any interested party appeal to the Employment Appeal Board by submitting either a signed letter or a signed written Notice of Appeal, directly to the **Employment Appeal Board, 4<sup>th</sup> Floor—Lucas Building, Des Moines, Iowa 50319**.

The appeal period will be extended to the next business day if the last day to appeal falls on a weekend or a legal holiday.

STATE CLEARLY

1. The name, address and social security number of the claimant.
2. A reference to the decision from which the appeal is taken.
3. That an appeal from such decision is being made and such appeal is signed.
4. The grounds upon which such appeal is based.

YOU MAY REPRESENT yourself in this appeal or you may obtain a lawyer or other interested party to do so provided there is no expense to Workforce Development. If you wish to be represented by a lawyer, you may obtain the services of either a private attorney or one whose services are paid for with public funds. It is important that you file your claim as directed, while this appeal is pending, to protect your continuing right to benefits.

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(Administrative Law Judge)

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(Decision Dated & Mailed)

Section 96.5-2-a – Discharge/Misconduct  
871 IAC 24.32(7) – Excessive Unexcused Absenteeism

STATEMENT OF THE CASE:

The employer filed a timely appeal from the June 28, 2006, reference 01, decision that allowed benefits. After due notice was issued, a hearing was held by telephone conference call before Administrative Law Judge Julie Elder on August 1, 2006. The claimant participated in the hearing. Ann Abolt, Human Resources Director, and Linda Rutledge, Director of Nursing, participated in the hearing on behalf of the employer. Employer's Exhibit One was admitted into evidence.

#### FINDINGS OF FACT:

Having reviewed all of the evidence in the record, the administrative law judge finds: The claimant was employed as a full-time CNA for Good Samaritan Society from July 7, 2005 to June 7, 2006. The employer's attendance policy states that eight occurrences within one year would cause termination. The policy also requires employees to call in to report any absences themselves. On March 10, 2006, the claimant's boyfriend called the employer and stated she was ill. On March 14, 15 and 16, 2006, the claimant's boyfriend called and said she had a cold and the employer told her boyfriend that the claimant needed to call herself. On April 25, 2006, the claimant called in to report her child was ill. On May 8, 2006, the claimant received a written warning for failing to take her lunch breaks, which resulted in unauthorized overtime. On May 13 and 14, 2006, the claimant's boyfriend called and stated she was sick. On May 23, 2006, the claimant was a no-call, no-show. On May 24, 2006, the claimant's boyfriend called and said she was ill. On May 31, 2006, the employer prepared a written warning for the claimant due to her failing to show up for her scheduled workdays, failing to properly report her absences, and failing to notify the employer about a work-related injury. On June 2, 2006, the claimant left at 2:00 a.m. without authorization and the employer was unable to give her the May 31, 2006, written warning. On June 3 and June 5, 2006, the claimant's boyfriend called and said she had a migraine and would not be at work. The employer left messages for the claimant on her home and cell phone, but the claimant did not return the calls and the employer terminated her employment June 7, 2006. The claimant suffered a cervical sprain May 19, 2006, and saw her doctor May 23, 2006, who excused her from work until May 31, 2006. She did not provide the note to the employer until after she returned to work for four hours per day May 31, 2006. The claimant saw the employer's doctor June 1 and then on June 3, 2006, because she was experiencing headaches but she did not provide a note excusing her from work for June 3 and June 5, 2006.

The claimant has claimed and received unemployment insurance benefits after the separation from this employer.

#### REASONING AND CONCLUSIONS OF LAW:

For the reasons that follow, the administrative law judge concludes the claimant was discharged from employment due to job-related misconduct.

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.

This definition has been accepted by the Iowa Supreme Court as accurately reflecting the intent of the legislature. Huntoon v. Iowa Department of Job Service, 275 N.W.2d 445, 448 (Iowa 1979).

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 determination of whether unexcused absenteeism is excessive necessarily requires consideration of past acts and warnings. The term "absenteeism" also encompasses conduct that is more accurately referred to as "tardiness." An absence is an extended tardiness, and an incident of tardiness is a limited absence. Absences related to issues of personal responsibility such as transportation, lack of childcare, and oversleeping are not considered excused. Higgins v. Iowa Department of Job Service, 350 N.W.2d 187 (Iowa 1984). The claimant accumulated ten absences between March 10 and June 5, 2006. Excessive absences are not considered misconduct unless unexcused. Absences due to properly reported illness cannot constitute job misconduct since they are not volitional. Cosper v. Iowa Department of Job Service, 321 N.W.2d 6 (Iowa 1982). While the claimant's absences were due to illness, the claimant refused to follow the employer's policy of self reporting her absences, instead having her boyfriend call in for her, despite repeated warnings by the employer that she needed to call herself. If the claimant had her boyfriend call when she was clearly incapacitated, it might be acceptable; but in this case the claimant's boyfriend called almost every time she was absent, regardless of the nature of her illness, when they were both aware of the employer's policy. The employer has established that the claimant was warned that further unexcused absences could result in termination of employment and the final absence was not excused. The final absence, in combination with the claimant's history of absenteeism, is considered excessive. Benefits are withheld.

Iowa Code section 96.3-7 provides:

7. Recovery of overpayment of benefits. 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.

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.

Because the claimant's separation was disqualifying, benefits were paid to which the claimant was not entitled. Those benefits must be recovered in accordance with the provisions of Iowa law.

DECISION:

The June 28, 2006, reference 01, decision is reversed. The claimant was discharged from employment due to job-related misconduct. Benefits are withheld until such time as she has worked in and been paid wages for insured work equal to ten times her weekly benefit amount, provided she is otherwise eligible. The claimant is overpaid benefits in the amount of \$2,148.00.

je/kjw