

CORRECTIVE ACTION

PURPOSE

The purpose of this policy is to provide guidelines for personnel regarding the XXXXX Care Corrective Action process.

POLICY

Employees are responsible for their job performance, actions, and behavior, and must comply with all organizational policies and procedures set forth by the organization.

PROCEDURE

General Information:

Corrective action records issued generally should contain the following:

1. Type and date of action
2. Incident(s) necessitating the action (who, what, when, where, how, etc.)
3. Date of the incidents(s)
4. Details of events surrounding the action
5. Corrective action to be taken by the employee
6. Actions to be taken should the incident(s) be repeated
7. Employee comments

Counseling

Counseling can be used to discuss inappropriate actions and to discuss appropriate behavior. Counseling is typically done as informal discussions and developmental in nature. A Corrective Action Form is not completed for counseling. However, supervisors are encouraged to maintain topic notes of these discussions. Counseling is not a prerequisite before advancing to a Documented Performance Coaching.

Documented Performance Coaching

A documented performance coaching is a method of informing an employee in writing of a first violation of policies or rules or need for improvement. The primary purpose of this intervention is instructional, rather than disciplinary. Documented performance coaching must be completed using the Documented Performance Coaching form. The contents of this form are to be discussed in person with the employee, signed by both the employee and supervisor/manager as an acknowledgement of the discussion, and the original kept in the employee's personnel file.

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Discussion of any performance concerns with the HR Director and/or designate must occur prior to issuing a documented coaching action or completing the Documented Performance Coaching form.

Written Warning 1

A written warning is issued when a violation is repeated after the issuance of a documented performance coaching, or when a violation is or appears to be of a more serious nature and action stronger than a documented performance coaching is appropriate in the judgment of the supervisor. Discussion of any performance concerns with the HR Director and/or designate must occur prior to issuing a written warning or completing the Corrective Action Form.

Written Warning 2 (Final Written Warning)

A second written warning is issued when behaviors or violations continue after the issuance of a first written warning, or when a violation is or appears to be of a more serious nature and action stronger than a documented verbal warning, or first written warning is appropriate in the judgment of the supervisor. Discussion of any performance concerns with the HR Director and/or designate must occur prior to issuing a second / final written warning or completing the Corrective Action Form.

Administrative Leave Pending Investigation (suspension)

Administrative Leave Pending Investigation may be used to address employee incidents or problems for which it appears, based upon the manager's / HR Director's judgment, that it is in the best interest of the organization and/or the employee(s) that the employee(s) vacate the premises and be excused from performing work related duties while an investigation occurs. The complete facts of the incident may not be entirely known at that time, and the leave pending investigation allows the organization an opportunity to conduct the appropriate fact finding and to review the findings with the HR Director / Senior Management. If placed on an administrative leave pending investigation, the employee(s) should immediately leave the premises and should contact the manager / HR Director by phone at a date/time specified by the manager / HR Director. The employee *may* be paid for any work time missed because of the suspension pending investigation if he or she is cleared of any wrongdoing. If the incident results in a written warning, disciplinary suspension, or discharge, the employee *may or may not* be paid for any time missed.

Discharge

If previous Corrective Actions (documented performance coaching(s), written warning(s)) have been or appear to have been unsuccessful in correcting an employee's behavior, or if a violation is so serious that a warning would not in the judgment of the manager be appropriate, an employee is subject to discharge. Review with the HR Director and / or Chief Executive Officer must be made prior to discharging **any** employee.

Signatures

The employee receiving corrective action should sign any corrective action form issued to him/her. The employee's signature does not indicate agreement or disagreement with the corrective action but serves to note that he / she has received the information contained within the document. If the employee refuses to sign a corrective action, the supervisor should note

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on the corrective action form that the employee refused to sign the form, and the date/time the action was presented to the employee. The person presenting the action to the employee should initial the action near the notation.

Multiple Incidents

Corrective actions that are older than twelve (12) months generally are not to be used as a basis for more severe corrective actions, especially if the employee shows no further problems of the same type. However, if appropriate and/or if an employee has continuing problems over a period of time longer than twelve (12) months, he or she may receive a more severe corrective action up to and including discharge.

The foregoing is the preferred model of the type of actions and steps that may be applied. The actual actions and steps applied in any circumstances are entirely at the discretion of XXXXX Care. These steps and actions may be altered or bypassed to suit the circumstances in Partners In Care's sole and absolute discretion. Notwithstanding the foregoing, supervisors must obtain advance authorization from the HR Director or Chief Executive Officer prior to making significant modifications to the foregoing.