

**Care At Home
Human Resources
Policy and Procedure**

Policy Title:	Progressive Discipline		
Policy Number:	HR-007	Original Effective Date:	2/18/1998
Purpose:	The purpose of this policy is to state Care at Home's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace.		

1. Policy:

Care at Home's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

2. Definitions:

- 2.1. Progressive Discipline: A system of discipline where penalties increase upon repeat occurrences.
- 2.2. Prohibited Conduct: Behavior that is considered unacceptable in the workplace.
- 2.3. Disciplinary Action: A process for dealing with job-related behavior that does not meet expected and communicated performance standards

3. Procedures:

- 3.1. Disciplinary action may call for any of four actions -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.
- 3.2. Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment. If more than 12 months have passed since the last disciplinary action, the process will normally start over.
- 3.3. Care at Home recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in certain circumstances, termination of employment, without going through the usual progressive discipline steps.
- 3.4. By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Care at Home.
- 3.5. While it is impossible to list every type of behavior that may be deemed a serious offense, the prohibited conduct policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

3.6. Examples of Prohibited Conduct include (but are not limited to):

- Falsifying employment records, employment information, or other company records;
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any time card, either your own or another employee's;
- Theft and deliberate or careless damage or destruction of any company property, or the property of any employee or customer;
- Removing or borrowing company property without prior authorization;
- Unauthorized use of company equipment, time, materials, or facilities;
- Provoking a fight or fighting during working hours or on company property;
- Participating in horseplay or practical jokes on company time or on company premises;
- Carrying firearms or any other dangerous weapons on company premises at any time;
- Engaging in criminal conduct whether or not related to job performance;
- Causing, creating, or participating in a disruption of any kind during working hours on company property;
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management;
- Using abusive language at any time on company premises;
- Failing to notify a supervisor when unable to report to work;
- Unreported absence of three consecutive workdays.
- Failing to obtain permission to leave work for any reason during normal working hours;
- Failing to observe working schedules, including rest and lunch periods;
- Failing to provide a physician's certificate when requested or required to do so;
- Sleeping or malingering on the job;
- Making or accepting excessive personal telephone calls, including cell phone calls, during working hours, except in cases of emergency;
- Working overtime without authorization or refusing to work assigned overtime;
- Wearing disturbing, unprofessional or inappropriate styles of dress or hair while working;
- Violating any safety, health, security or company policy, rule, or procedure;
- Soliciting our clients for a competitor or seeking personal gain from your relationship with our clients.
- Committing a fraudulent act or a breach of trust under any circumstances;
- Committing of, or involvement in any act of unlawful harassment of another individual.

3.7. When an infraction has been committed, and both the employee's supervisor and the HR Director have identified the best course of action, then the supervisor is to meet with the employee to discuss the situation. If the meeting is considered a verbal warning, then the supervisor is to record the date of the discussion in the supervisor's records. If the employee has been issued a written warning, then the supervisor must complete Care at Home's Progressive Counseling Form, obtain the proper signatures and meet directly with the employee to review form and the infraction. In the case of final written warnings or termination of employment, the HR Director or a management designee must be present while meeting with the employee and a Progressive Discipline Counseling Form must be completed. All completed Progressive Discipline Counseling Forms must be stored in the employee's personnel file.

4. Revision Information:

REVISION DATE:	REVISION NOTES:
12/10/09	Updated Employee Handbook Policy
06/22/12	Updated to reflect current practices.