

Employee Discipline Policy and Procedures

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POLICY

Comfort Keepers uses employee discipline to ensure the excellent level of care our clients have come to expect and to maintain efficient and fair operations company wide.

Employee discipline is composed of 3 levels concluding with termination if necessary. The 3 levels are Verbal, Written and Decision Making Meeting. Employee discipline can be a result of a sub par performance review, instances of company policy violations, unsatisfactory results from client supervisory visits or specific complaints from clients or other employees.

PROCEDURES

1. Verbal Warnings are issued after learning of an employee's actions that either violates company policy or deals with performance that is less than satisfactory.

To issue a verbal warning:

- Obtain form DA001 Verbal Warning Form from folders 'CK224_Forms/Master Forms'
- Fill out the form with the nature of the problem and the expected results
- Schedule a meeting with the employee and review the problem and expected results
- Record any comments from the Employee
- File the form in the Employee's file.

2. Written warnings are issued when issues addressed by verbal warnings have not been corrected or new issues arise while the employee already has a verbal warning in effect (1 year) for a different matter.

To issue a written warning:

- Obtain form DA002 Written Warning Form from folders 'CK224_Forms/Master Forms'
- Fill out the form with the nature of the problem and the expected results
- Schedule a meeting with the employee and review the problem and expected results
- Record any comments from the Employee
- Write and send a memo to the employee summarizing the Written Warning and the meeting
- The memo and Written Warning are filed in the Employee's file and become a permanent record

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3. A Decision Making Meeting is held with the employee when satisfactory progress has not been made after a Written Warning has been issued (1 Year) or a new issue arises within 1 year of receiving a Written Warning for any other issue.

To conduct a Decision Making Meeting:

- Obtain form DA003 Decision Making Meeting Form from folders 'CK224_Forms/Master Forms'
- Complete the sections describing the issues and problems related to performance including dates, etc.
- Complete the section explaining the reason for the meeting.
- Schedule a meeting with the employee
- Conduct the meeting by reviewing the issues and problems with performance.
- Ask for the employee's feedback and ascertain from that feedback if the employee is willing to correct any behavior, attitudes, or misunderstanding of expectations that led to the unacceptable performance issues.
- Record any comments from the Employee
- The supervisor records her/his comments in the appropriate section.
- Have the employee sign the form. If for any reason, the employee refuses to sign, note that on the line provided for the employee's signature.
- Inform the employee that a decision will be made within 3 days whether the employee will be placed on a 3 month suspension or will be terminated.
- After the meeting, the supervisor reviews the outcome of the meeting and discusses it with the General Manager or Owner.
- The supervisor makes a decision, records the decision on the Decision Making Meeting form and signs it.
- The supervisor calls the employee informing the employee of the decision.
- Write and send a letter to the employee including a copy of the Decision Making Meeting form.
- If the decision was placing the employee on a 3 month probation period, in 3 months the supervisor schedules another Decision Making Meeting and the process for the meeting is repeated.
- If the decision was termination, complete form PR003 Employee Status Change and include the reason for the termination.
- All forms and documentation are filed in the Employee's file and become a permanent record