

Policy & Procedure Manual

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**CONSTRUCTIVE DISCIPLINE – HR-III-30**

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**POLICY:**

Policies and procedures, guidelines, job descriptions and other documentation published from time to time for acceptable conduct of employees are necessary for the benefit and protection of the rights and safety of all consumers and employees and for the orderly operation of OPTIONS northwest. Written information including this policy is published to promote understanding of what is considered unacceptable conduct and to encourage consistent action in the event of violations.

It is the policy of OPTIONS northwest to be patient, sympathetic, fair and tolerant with all employees. It is the sincere desire of the agency to help the members of our staff in every way possible, so that all of us may go forward together in a successful future. However, willful or inexcusable breaches of these rules will be dealt with firmly under a uniform policy which applies equally to all departments and all individuals.

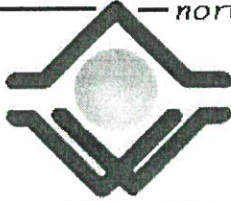
Policies and procedures are essential to the efficient operation of OPTIONS northwest. They are the cornerstone of any successful operation.

In all cases where disciplinary action is taken, each situation will entail a thorough investigation and will be addressed on its own merits and the facts pertaining to the incident.

OPTIONS northwest will follow a constructive disciplinary approach to discipline in all instances. Under normal circumstances and again depending on the nature and severity of the offence, discipline will be in the form of verbal warnings, followed by written warnings followed by suspension without pay, possibly leading to discharge. However, should a serious breach of an agency rule occur, a suspension or discharge may be imposed immediately. Where allegations of abuse to a consumer have been reported and where an employee has been shown to have physically or sexually abused a consumer, automatic termination will result.

Verbal warnings will be documented by supervisory personnel, other forms of disciplinary action will be confirmed in writing to the employee and a copy will be placed in the employee's personnel file.

Employees coming under the scope of any bargaining unit will have the right to have a union representative present at any meeting where disciplinary actions are to be



Personal Support Services

**POLICY (continued):**

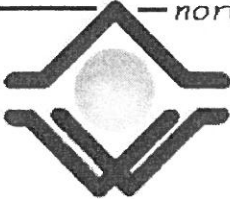
discussed. All forms of discipline are subject to review under the terms of the respective collective agreements and the procedure laid out accordingly.

Non-unionized employees may request to meet with management staff following the appropriate chain of command to discuss and review any disciplinary sanctions imposed.

All OPTIONS northwest policies and procedures will be enforced in a uniform and consistent basis.

The following is a list of infractions that, should a situation arise, would warrant disciplinary action being taken. The list is not exhaustive and is presented as a guide for illustrative purposes only.

1. Any form of consumer abuse.
2. Stopping work before a specified time.
3. Failure to record time worked accurately.
4. Loitering or loafing during working hours.
5. Leaving work during working hours without permission of the Supervisor.
6. Failure to notify the Supervisor/designate of absence from work.
7. Unexcused absenteeism.
8. Using a leave of absence for other than the stated purpose and/or over staying a leave of absence.
9. Refusing to follow workplans/duties.
10. Performing work other than that authorized.
11. Sleeping on the job unless part of job description, i.e. sleep shift.
12. Falsifying of information on work reports/records.
13. Conduct which is detrimental to the cohesive functioning of the staff team.
14. Poor quality of work or production.
15. Failure to make and maintain standards and/or follow established procedure.
16. Failure to complete required documentation.
17. Smoking except in designated areas.
18. Creating or contributing to unsanitary conditions.
19. Willful neglect and mishandling of a machine or other equipment.
20. Speeding and/or careless driving or careless operation of OPTIONS northwest equipment.
21. Creating disturbances and/or discussions affecting the operation of the area of assignment.
22. Discourteous conduct to consumers, their families or visitors.
23. Use of obscene, abusive language and/or malicious gossip and/or spreading rumours.
24. Fighting, horseplay or throwing things or interfering with the work of others.



Personal Support Services

**POLICY: HR-III-30**  
**DEPARTMENT:** Human Resources  
**CATEGORY:** Working Conditions  
**EFFECTIVE DATE:** August 2009  
**SUPERSEDES VERSION DATED:** March 2006  
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**POLICY (continued):**

25. Threatening, intimidating, coercing fellow employees on the premises at any time for any purposes.
26. Deliberate destruction/damage/theft of OPTIONS northwest property or property of fellow employees, consumers or their visitors.
27. Willfully falsifying an Application for Employment or other data requested by the agency.
28. Immoral conduct or indecency on OPTIONS northwest property.
29. Possession of illegal weapons on OPTIONS northwest property.
30. Use or possession of illegal drugs on OPTIONS northwest property.
31. Drinking of alcoholic beverages while at work and/or reporting for work under the influence of alcoholic beverages.
32. Gambling, lottery or any other games of chance on OPTIONS northwest premises.
33. Use of supplies, medication or materials intended for the sole use of clients.
34. Willful violation of safety rules or OPTIONS northwest safety practices.
35. Failure to comply with policy on Confidentiality of Consumer Information.

**RECOMMENDED BY:** Director, Human Resources

**APPENDICES:** 0

**OPERATIONAL ACCOUNTABILITY:** Administration, Finance, Human Resources, Client Services Administration, Client Services, Community Resource Team

**ORIGINAL POLICY DATE:** April 1993

**AUTHORIZED BY:** Executive Director

**SIGNATURE:**

