

## **POL-ADM.2018.40 Title: *Corrective Action***



<b>Type:</b>	Human Resources
<b>Authority:</b>	CEO
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### **Purpose**

The Blue Mountains Public Library Board expects employees to meet standards of behaviour and competence when performing their duties, to respect others, to follow policy and to be accountable for their performance. The purpose of any disciplinary policy is to correct inappropriate actions (or inactions) of employees in order to promote growth and enable the employee to meet the expectations of the employer.

### **ADM.2018.40.1 Intentions of the Disciplinary Process**

1. Corrective Action is a system which applies a positive and consistent approach to improving an employee's behaviour and/or performance by identifying the problem, clarifying expectations and developing concrete actions to meet those expectations. Where the actions or performance of an employee fail to meet reasonable standards of behaviour or competence, the Corrective Action shall be used in an effort to promote growth towards satisfactory performance unless the behaviour is such that immediate termination is warranted. All employees shall be disciplined in a respectful way to aid in their growth as workers in and out of the BMPL.
2. All disciplinary actions and discussions must be recorded by the direct supervisor and placed in the employee file.
3. Ultimately termination is the last resort and not considered part of the disciplinary process.

### **ADM.2018.40.2 Grounds for Discipline**

Grounds for discipline include, but are not limited to:

- Insubordination, not including a difference of opinion
- Neglect or dereliction of duty
- Repeated lateness to work
- Leaving early from work without permission
- Chronic absence
- Not completing the daily operations routine as specified by the supervisor or in the operational manual
- Unwillingness to work co-operatively with other employees resulting in other employees not being able to complete satisfactory work
- Violation of the *Agreement to Comply with the Code of Ethics*
- Reporting to work, or entering the building when not on duty, under the influence of alcohol and/or drugs (non-prescribed)

- Theft, fraud, or misappropriation of funds or other property of the BMPL
- Rudeness or disrespectful conduct towards other employees or the public
- Physical contact with the public or other personnel including physical bullying or assault
- Poor performance due to lack of effort or ineffective work methods
- Failure to follow the Lines of Authority

### **ADM.2018.40.3 Corrective Action**

1. Corrective Action includes a number of steps and is generally progressive. However, in the case of very serious problems or repeated infractions, discipline may start at a more advanced step or include immediate termination.
2. The CEO is responsible for corrective action for employees, but may delegate steps one and two to the direct supervisor. The Board is responsible for corrective action for the CEO.
3. STEP ONE – Oral Warning: The direct supervisor shall speak (in a suitable environment) with the employee. This conversation should outline:
  - 3.1. The inappropriate actions or inactions;
  - 3.2. The desired outcomes; and
  - 3.3. The means for correcting the behaviour.

Although this is an oral warning, the direct supervisor shall make record of the corrective action and file it in the employee’s file.
4. STEP TWO – Written Warning: Again this action should take place in a suitable location for private discussion.
  - 4.1. It should include the three points outlined in Step One.
  - 4.2. There should also be a reasonable time stated for rectifying the action/inaction.
  - 4.3. Finally, it should be noted that continuation of the action/inaction shall result in suspension or termination of employment.
  - 4.4. A copy is given to the employee for review and signature, with a copy included into the employee’s personnel file. Any refusal to sign said document shall be noted.
5. STEP THREE – Final Decision: Once an employee has reached this stage they have generally had at least two (2) warnings and discussions pertaining to their behaviour.
  - 5.1. A day off with pay shall be given to the employee so that they may contemplate their future employment.
  - 5.2. Upon returning they shall be scheduled to meet with their direct supervisor and/or CEO prior to any other work. In order to return to work they shall have to declare if they choose to continue working for the BMPL and how they shall immediately resolve the problem behaviour.
  - 5.3. They shall put this statement into written form, which shall be placed into the permanent Employment Record. Failure to meet this contract shall result in immediate termination.

### **ADM.2018.40.4 Rights of Employees**

1. An employee has the right to request that another employee be present during disciplinary discussions. Likewise, the CEO or direct supervisor may have a third party present during the

disciplinary discussions. By inviting other personnel into the meeting, all parties present are bound by confidentiality.

2. Employees have the right to respond to any documents contained in their files. Files may be reviewed at any time and responses must be made in writing. Responses will become a part of the permanent record.
3. An employee has the right to disagree with the actions respectfully and work to rectify the matter with the direct supervisor or CEO.
4. Should there not be an apparent path to reconcile the matter in a way that the employee may achieve the expectations of employment, the employee may take one day paid leave to consider their future with the BMPL.
5. At any time, an employee has the right to pursue action with the Minister of Labour should they believe they are being mistreated or the BMPL is in contravention to the Employment Standards Act.

#### **ADM.2018.40.5 Immediate Dismissal or Suspension**

1. Immediate dismissal or immediate suspension of an employee shall occur when a concern for the safety of the public, other employees, or the BMPL in general is questioned (violence, harassment, threats, theft, breach of confidentiality, sexual acts of any type, and severe cases involving the breach of the Code of Conduct). In such case, the usual three-step disciplinary process does not apply.
2. The employee shall be informed that they are “Suspended pending investigation” and that this suspension is a paid suspension until such time as the investigation is complete.
3. Paid suspensions pending investigation are not subject to the Complaints and Protests policy.
4. The employee shall:
  - 4.1. Turn their key to the premises over to the CEO as well as any other property (e.g. laptop, phone etc);
  - 4.2. Leave the premises immediately;
  - 4.3. Refrain from entering the premises as an employee or as a BMPL user until such time as the investigation is complete.
  - 4.4. Refrain from contact (e.g. physical, via technology, or via social media) with any and all employees throughout the investigation.
5. Written notification of suspension to the employee shall include:
  - 5.1. Effective date;
  - 5.2. Duration of the suspension; and
  - 5.3. Reason for the suspension.