

	<b>Lower Providence Emergency Medical Service Standard Operating Guidelines</b>	
	<b>Subject:</b> <i>Administration - Disciplinary Process</i>	<b>SOG #100-015</b>
	<b>Approved:</b> Chief Christopher J. Reynolds	<b>Initiated:</b> March 2021  <b>Revised:</b> April 2023

**Description:** The purpose of this guideline is to clarify for members unacceptable conduct and to outline appropriate disciplinary steps.

Association with LPEMS is "at will," which means it is subject to termination by either LPEMS or the member at any time, for any reason. Nothing in this guideline provides any contractual rights regarding member discipline or counseling, nor should anything in this guideline be read or construed as modifying or altering the employment-at-will relationship between LPEMS and its employees and members.

**Responsibilities of Members**

It is the duty and the responsibility of every LPEMS member to be aware of and to abide by existing policies, protocols, and standard operating guidelines. It is also the responsibility of members to perform their duties to the best of their ability and to the standards set forth in their position descriptions or as otherwise established. Members are encouraged to take advantage of all learning opportunities available and to request additional instruction when needed.

**Responsibilities of Officers & Management**

The members immediate supervisor should approach corrective measures in an objective manner. If the member's performance of assigned tasks is the issue, the supervisor should confirm that proper instructions, appropriate orientation, and adequate training have been given and that the member is aware of position expectations.

Both single incidents and patterns of poor performance should be of concern. If misconduct is the issue, the supervisor should take steps to ensure that the member is aware of the organizations policies and guidelines regarding member conduct.

If, in either case, appropriate instruction or information was not communicated, the supervisor should immediately develop a plan for delivering such instruction or information and should review the content with the member.

**Scope:** LPEMS supports the use of progressive discipline to address issues such as poor work performance or misconduct to encourage members to become more productive workers and to adapt their behavior to organizational standards and expectations. Generally, a supervisor gives a warning to a member to explain behavior that the supervisor has found unacceptable. There are two types of warnings: verbal and written.

A verbal warning occurs when a supervisor verbally counsels a member about an issue of concern. A written record of the discussion, noting the date, event, and recommended action, is placed in the member 's personnel file for future reference.

A written warning is used for behavior or performance that a supervisor considers serious or when a verbal warning has not helped change unacceptable behavior or performance. The Chief, in consultation with Executive Director, may place the member on a performance improvement plan (PIP).

During this period, the member must demonstrate a willingness and ability to meet and maintain the conduct and work requirements specified by the organization. The Chief and member should meet regularly to assess the progress of the PIP. If the member has met the goals and expectations described in the PIP, the Chief will document that they have successfully completed the PIP. If established goals are not met, dismissal may occur.

LPEMS reserves the right to administer appropriate disciplinary action for all forms of disruptive or inappropriate behavior. Each situation will be dealt with on an individual basis.

**Procedure:** LPEMS has established general guidelines to govern the conduct of its members. No list of rules can include all instances of conduct that can result in discipline, and the list of examples below is not exhaustive. Furthermore, sound judgment and common sense should prevail.

Examples of member conduct that would lead to discipline and the usual course of disciplinary action have been separated into groups according to the usual severity and impact of the infraction. Violations may be handled differently depending on the group they are in and the specific circumstances.

LPEMS reserves the right to determine the appropriate level of discipline for any performance or conduct issues, including oral and written warnings, remedial training, suspension with or without pay, demotion, and discharge.

### **Group 1**

Disciplinary process:

1st offense: Documented verbal warning.

2nd offense: Documented written warning.

3rd offense: Remedial Training and/or Suspension

4th offense: Termination of employment.

Examples:

1. Creating conflict with co-workers, supervisors, visitors, or volunteers.
2. Failing to follow practices as needed for the specific job assignment.
3. Contributing to unsafe conditions.
4. Smoking in nonsmoking areas.
5. Disregarding the organization's dress code.
6. Damaging or using organization-owned equipment without authorization.
7. Abusing meal guidelines.
8. Removing, posting, or altering notices on any bulletin board on company property
9. Violating other rules or policies not specifically listed.

## **Group 2**

Disciplinary process:

1st offense: Written warning.

2nd offense: Remedial Training/ Suspension

3rd offense: Termination.

Examples:

1. Failing to report injuries or damage to or an accident involving LPEMS equipment.
2. Violating any safety guideline/procedure
3. Acting negligently.
4. Engaging in horseplay that results in personal injury or equipment damage.
5. Spreading malicious rumors.
6. Engaging in vulgar or abusive language or conduct toward others.
7. Using facility communication systems inappropriately.
8. Treating patients, bystanders, facility staff, members of the public, or other LPEMS members in a discourteous, inattentive, or unprofessional manner.
9. Being absent/ tardy or leaving early without notification or permission.
10. Repetitive callouts/drops for pre-scheduled shifts
11. Not following organizational guidelines concerning notification of an absence.

## **Group 3**

Disciplinary process:

1st offense: Dismissal.

Dismissal is the immediate termination of a member for a serious breach of responsibility, unsatisfactory performance, or misconduct. The Chief and Director may impose this action after coordination with the President of the Board of Directors.

Examples:

1. Being absent for three or more consecutive days (shifts) without notification or permission (also referred to as a voluntary quit or job abandonment).
2. Fighting.
3. Demonstrating insubordination, including:
  - Refusal to do an assigned task.
  - Refusal to work overtime or holiday shifts when required.
  - Disrespectful response to a supervisor's directive.
  - Deliberate delay in carrying out an assignment.
4. Dishonesty, including deception, fraud, lying, cheating or theft.
5. Violating timecard procedures.
6. Sabotaging the facility, grounds, or equipment of LPEMS.
7. Falsifying records, such as employment documents, patient care reports, and timecards, in any way.
8. Engaging in indecent behavior.
9. Possessing, being under the influence of and/or drinking intoxicants on the job.
10. Disclosing confidential records or information.
11. Soliciting gifts or tips.
12. Demonstrating gross misconduct or other serious violations of LPEMS policies or procedures.
13. Failing to comply with certification requirements.