



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC: Human Resources	SUBJECT: Code of Conduct & Discipline Process	Code: HR022
		Date of Issue: March 1997
		Revised: November 2019
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PURPOSE: This policy is to promote an understanding of what is considered unacceptable conduct and to outline the discipline process in the event of a violation.

NOTE: Management has the right to modify the process should the violation be serious in nature.

PROCEDURE:

1. In all cases where ***disciplinary action*** is taken, each situation will be investigated by the Supervisor.
2. ***Discipline*** will be determined based on the individual circumstances of the issue and will depend on the nature and severity of the offense(s). During an investigation, an employee may be relieved of duty until the investigation is complete.
3. Under “normal” circumstances, discipline will be the form of a verbal warning, followed by written warning, followed by suspension without pay, possibly leading to discharge. An advisory notice is non-disciplinary and may occur prior to the verbal warning. It shall be the determination of management whether ***discipline*** will follow the above order based on the circumstances.
4. Verbal warnings will be documented by supervisory personnel and placed in the employee’s personnel file. The employee will receive a copy of the document that is placed in their personnel file and copied to the General Manager.
5. Written warnings of ***discipline*** will be copied to the employee and placed in the employee’s personnel file and copied to the General Manager and Director of Support Services.
6. Should a serious breach of a policy or unacceptable conduct occur, a suspension or discharge may be imposed immediately.
7. Where allegations of abuse to an individual have been reported and where an employee has been shown to have abused an individual, automatic termination of employment will result.
8. Unionized employees receiving ***discipline*** have the right to have union representation at the discipline meeting as per Policy HR065. As a courtesy they may be invited to the investigation meeting with the advance permission of the Supervisor.

TOTAL INCLUSION THROUGH PEOPLE

Live, Learn, Succeed

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The following is a list of infractions that may result in disciplinary action being taken. The list is not exhaustive and is presented as a guide for illustrative purposes only. Any matter may be disciplined.

1. ATTENDANCE AND PUNCTUALITY:

- 1.1 Leaving work before assigned or scheduled time, or prior to relief coming.
- 1.2 Leaving work during working hours without the permission of supervisor/on-call.
- 1.3 Failure to verbally notify supervisor/on-call of absence from work or lateness. Use of voicemail/text is not permitted.
- 1.4 Unexcused absenteeism.
- 1.5 Using a leave of absence for other than the stated purpose and/or failure to return from leave of absence.
- 1.6 Failure to report to work as assigned (missed shift).
- 1.7 Failure to report to work at scheduled time (lateness).
- 1.8 Failure to report to proper location as indicated on schedule.

2. DOCUMENTATION:

- 2.1 Failure to record expenses or time worked accurately.
- 2.2 Deliberately falsifying of any documentation or information on related paperwork.
- 2.3 Failure to complete required documentation within appropriate time requirements.
- 2.4 Willfully falsifying the application for employment or other data requested by Avenue II.
- 2.5 Failure to complete documentation properly (includes signing for medication).

3. GENERAL:

- 3.1 Failure to obtain proper authorization for vehicle use (SS210).
- 3.2 Failure to maintain ongoing conditions of employment (HR140).

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- 3.3 Refusing to follow directions of supervisor/on-call.
- 3.4 Sleeping on the job, except when performing an "overnight".
- 3.5 Creating or contributing to unsanitary conditions.
- 3.6 Poor quality of work.
- 3.7 Smoking while supporting or in non-designated areas.
- 3.8 Failure to follow Avenue II's policy, philosophy and/or training and principles of NCI.
- 3.9 Failure to comply with dress code.
- 3.10 Medication errors.

4. CONDUCT:

- 4.1 Conduct which is detrimental to the cohesive functioning of the module or team or is detrimental to the positive public image of Avenue II.
- 4.2 Discourteous or unprofessional conduct to clients, their families, visitors, partner agencies, supervisors, coworkers, or general public.
- 4.3 Use of obscene, abusive language, and/or malicious gossip and/or the spreading of rumors.
- 4.4 Fighting, physical contact, violent horseplay, throwing of things, or interfering with the work of others.
- 4.5 Use of personal belongings of clients without their consent, i.e. food and personal items.
- 4.6 Threatening, intimidating, coercing or harassing fellow employees/clients/families/visitors at any time for any reason.
- 4.7 Deliberate destruction/damage/theft of: Agency property or property of fellow employees, clients or their visitors, or at ESS businesses or at any community businesses (AD200).
- 4.8 Immoral conduct or indecency on Avenue II property or work locations.
- 4.9 Use or possession of illegal weapons on Avenue II property or work locations.
- 4.10 Use or possession of alcohol/illegal drugs on: Avenue II property, work locations, or on Avenue II time. Reporting or suspicion of reporting to work under the influence of illegal drugs or alcohol.

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- 4.11 Any form of abuse to staff or clients.
- 4.12 Placing clients and/or others at potential risk or harm.
- 4.13 Failure to adhere to strategies, routines or support needs of client.
- 4.14 Failure to comply with policy on confidentiality.
- 4.15 Failure to follow proper procedure for schedule changes (AD170).
- 4.16 Failure to report improper acts of employees to supervisor/on-call.
- 4.17 Failure to respond to supervisor contact in a timely manner.

5. **HEALTH AND SAFETY:**

- 5.1 Failure to follow Health & Safety Legislation or agency Health and Safety Policy.
- 5.2 Failure to use personal protective equipment or prescribed equipment as set out by the employer.
- 5.3 Failure to follow security protocols in place at client locations (i.e. panic button).
- 5.4 Failure to report and/or proper documentation in the event of an injury to self or others.
- 5.5 Failure to follow the Return to Work Program as agreed upon.