

CAROLINA FAMILY HEALTH CENTERS, INC.

POLICY

TITLE: HR-902 Corrective Action

EFFECTIVE DATE: July 1999

SECTION: Human Resources

REFERENCE PROCEDURE: HR-902.01 Corrective Action

RESPONSIBLE CHIEF OF STAFF: Chief Operating Officer

RESPONSIBLE COMMITTEE: Central - Executive

REVIEWED: 10/03, 01/08, 05/13, 10/17, 05/24/2022, 02/25/2025

I. PURPOSE

The purpose of this policy is to address, correct, and assist the employee in improving work performance or behavior in the workplace. The policy describes a progressive disciplinary process for handling employee performance or behavior discrepancies in a fair, positive, and appropriate manner.

II. POLICY

Employees of Carolina Family Health Centers, Inc. (CFHC, Inc.) are expected to perform their job duties and responsibilities in a manner that reflects the organization's mission, vision, and values (*refer to EXEC-101 Mission, Vision, and Values*). It is the responsibility of all employees to be aware of and to abide by existing policies, procedures, and work rules. It is also the responsibility of employees to perform their duties to the best of their ability and to the standards set forth in their position descriptions or as otherwise established.

It is the responsibility of all members of management to observe the work performance and behavior of their subordinate staff and take appropriate action when performance and/or behavior do not meet the aforementioned expectations. It is the expectation that members of management will identify and resolve conduct and performance issues early, in an informal and positive manner, by addressing issues first through counseling, coaching, and additional training, as needed.

- If the employee's work performance of assigned tasks is an issue, the manager is expected to confirm that proper instructions, appropriate orientation, and adequate training have been provided and that the employee is aware of job expectations.
- If the employee's conduct (i.e., behavior) is the issue, the manager is expected to take steps to ensure that the employee is aware of CFHC, Inc.'s policies and regulations regarding employee conduct.
- If the employee exhibits gross misconduct, defined as a breach of the organization's standards of conduct (*refer to HR-202 Standards of Conduct*), the manager is expected to notify the Director of Human Resources and/or his/her designee immediately and not address the issue through the informal process.

Managers are expected to address both single incidents and patterns of poor performance or behavior.

Occasionally, the informal process of correcting performance and/or behavior does not achieve desirable results; therefore, it is the policy of CFHC, Inc. to provide a structured, progressive disciplinary process (a.k.a., corrective action) with the goal of improving and preventing recurrences of undesirable employee conduct and/or performance issues with the initial step in the process. In the event that the performance and/or behavior does not improve or recurrences occur, the corrective action process steps are followed in a step-wise approach until improvement or no recurrences are observed. The final step in the corrective action process includes an involuntary transfer, demotion, or termination.

This policy and the corresponding procedure serve as a guide for management staff when addressing conduct and/or performance issues to ensure the corrective action process is applied in a fair and consistent manner.

Before implementing the corrective action process, it is the responsibility of the manager to consult with the Director of Human Resources and/or his/her designee.

The corrective action process steps are designed to be progressive in nature, and outlined below are the steps in the process:

- Written Warning
- Performance Improvement Plan
- Disciplinary Probation
- Involuntary Transfer/Demotion, Involuntary Termination, Non-disciplinary Termination

The corrective action process also includes an investigatory suspension for serious incidents where management is not immediately sure of the facts or responsibilities of individual employees.

Depending on the severity of the performance or behavior problem, including repeated occurrences of the same behavior or performance, management reserves the right to start or end the corrective action process at any point, including termination. In situations of gross misconduct, immediate corrective action is required, and the progressive discipline process does not apply. One incident of gross misconduct shall lead to accelerated discipline, up to and including termination.