Policy:
Mid-Missouri Supported Living, LLC, believes that Managers and employees have a mutual responsibility to correct performance and/or conduct that is detrimental to the efficient delivery of services or the work environment.

Prior to imposing corrective action, Managers should investigate the issue, which may include gathering statements from potential witnesses as appropriate.

Mid-Missouri Supported Living, LLC, has established a policy of progressive corrective action to facilitate improvement in conduct and performance. This ensures that employees are informed regarding problems and have an opportunity to correct deficiencies before more serious action is taken.

Mid-Missouri Supported Living, LLC, reserves the right to take progressive corrective action, up to and including immediate termination, and to accelerate the corrective action process by foregoing intermediate steps when employee actions and behavior necessitate.

The manager and an administrative witness will conduct a confidential counseling session with the employee to discuss the performance, attendance, or behavior deficiency. The Manager, witness, and employee should sign the corrective action documents. The employee's signature does not necessarily constitute agreement; it merely acknowledges receipt. Should an employee refuse to sign the document, the Manager should indicate "employee refused to sign" in place of employee signature and should be signed/ dated by the Manager and witness.

Corrective Action Progression:

- **Verbal Counseling**

  When an employee has not met Mid-Missouri Supported Living, LLC, expectations as stated in company policy, the first step in the corrective action plan is Verbal Counseling.

  The Manager and witness should conduct a confidential face-to-face counseling session with the employee at the earliest indication of a performance, attendance, or behavior deficiency. The Manager will clearly state how the employee has failed to comply with employee expectations and offer steps to correct the stated deficiency. The Manager will clearly document the counseling and corrective action on the verbal form. The employee is given a copy and the original is filed in the employee's personnel file. One or more follow-up conversations regarding progress may then occur.

- **1ST Written Counseling**

  The next step is written counseling. The Manager will prepare a written statement of employee behavior. The Manager and administrative witness should meet privately with the employee to issue the counseling. The original will be placed in the employee's file. A copy is also given to the employee. One or more follow-up conversations regarding progress may then occur.

- **Final Written Counseling**

  Final Written Warnings are reviewed with and approved by the Mid-Missouri Supported Living, LLC's Director of Human Resources. A Final Written Warning includes a written description of employee behavior warranting the final written counseling statement. The Manager and administrative witness will meet privately with the employee to issue the counseling. The original will be placed in the employee's file. A copy is also given to the employee. One or more follow-up conversations regarding progress may then occur.

- **Recommendation For Termination**

  Recommendations for Termination are reviewed with and approved by Mid-Missouri Supported Living, LLC's Director of Human Resources. The Manager prepares a written Recommendation for Termination and will meet with the Director for approval. The Manager and administrative witness will meet privately with the employee to render the termination decision. The termination paperwork will be placed in the employee's file.

- **Immediate Action and/or Termination**

  The following items are examples of serious misconduct that can lead to immediate disciplinary action including immediate termination. This list is not intended to be all-inclusive. In these cases, the Mid-Missouri Supported Living, LLC's Director of Human Resources must be contacted before any action is taken.

  - Revealing Confidential Company or Patient information.
  - Refusing or deliberately failing to carry out a reasonable instruction of your Manager.
  - Falsification of an employment application, time record (of self or others), expense report, travel expenses, or any other Company, Individual Support record or document.
  - Failure to report to work without calling in.
  - Professional or personal misconduct detrimental to the rights or safety of self, co-workers, or Individual Supported.
  - Inappropriate and disruptive conduct which severely affects the morale and/or productivity of others.
  - Drug Tests that show inappropriate use of alcohol or controlled substances, either illegal or prescribed, or providing specimens that are adulterated or otherwise bogus.
  - Personal conduct of a verbally or physically abusive nature.
  - Expiration/revocation or inability to demonstrate required licensure/registration/certification.
  - Failure to provide proper documentation showing authorization for proof of eligibility for employment in the United State as specified by law.
  - Failure to report an injury to an Individual Supported and complete required documents within a 24-hour period per state guidelines.
  - Sleeping while performing an assigned awake shift for Individual Supported.
  - Stealing Company, or co-worker or Individuals supplies, property or medication(s).
  - Refusing to treat or provide adequate care to an Individual Supported.
  - Leaving a shift prior to proper approval, replacement relief, and/or coverage.
  - Practicing outside the scope of licensure.
  - Unsanitary personal hygiene.

- Working off-the-clock.
- Permitting or requiring an employee to work off the clock.
- Creating situations which contribute to unsanitary conditions.
- Working unauthorized overtime.
- Failure to notify the Company of an overpayment.
- Lying/Dishonesty.
- Violation of federal, state, or local laws or regulations.

- **Suspension**
  Suspension without pay may occur at any point during the corrective action process, dependent on the severity of the offense or alleged offense.
  - A DPM, in consultation with the Mid-Missouri Supported Living, LLC Director of Human Resources, may suspend an employee immediately upon the occurrence of any suspected act of serious misconduct to allow opportunity for investigation and review of the incident.
  - A recommendation will then be made as to whether to uphold this suspension, reinstatement or discharge. The DPM and Director will review the recommendation and a determination will be reached and communicated to the employee.
  - If it is determined that the employee is to be reinstated to work due to licensure / registration / certification / identification issues; Attended training hours may be without pay and licensure and identification matters will be addressed accordingly. The aforementioned is subject to a case-by-case basis.
- **Investigation**
  Employees are required to cooperate with any on-going investigation. Failure to do so may result in corrective action, up to and including termination.
- **Manager Correction Action**
  Due to the level of responsibility of a Manager, discipline of management and supervisory personnel may or may not follow the corrective action process outlined in whole or in part. Corrective action will be determined on a case-by-case basis by the appropriate management personnel in conjunction with the Mid-Missouri Supported Living, LLC Director of Human Resources.
- **Probationary and PRN Employees**
  Probationary and PRN employees are subject to a modified corrective action process, which may, at the Company's discretion; depending on the severity of the issue, only include a 1ST Written Counseling, Final Written, and/or Recommendation for Termination**.**

Approved by: _____

Robert Palmer, RN, BSN, Owner MMSL