

THE COUNSELING SOURCE, INC.

POLICY AND PROCEDURE

TITLE: Employee Disciplinary Procedures.

PURPOSE: To ensure a common understanding of what types of behavior and conduct are expected and to consistently enforce a set of standards that creates a positive work environment and earns the respect and confidence of co-workers, clients, customers and visitors.

POLICY: The Employee Code of Conduct, Corporate Compliance Plan and the HIPAA Privacy and Security Policies and Procedures outline employee expectations. Failure to comply with the Employee Code of Conduct, Corporate Compliance Plan and the HIPAA Privacy and Security Policies and Procedures may result in performance counseling up to and including termination.

PROCEDURE: The disciplinary procedure generally has the following steps, however, depending on the seriousness of the issue, any of the steps may be bypassed and your employment terminated.

1. First Verbal Warning. If your job performance is substandard you will receive a verbal warning addressing the issue of concern. Your supervisor will communicate with you to review, areas for correction or improvement, and will give you advice on how to correct or improve job performance in the identified area(s).
2. Second Verbal Warning. If your job performance does not improve, you may receive a second verbal warning with specific instruction as to how to correct or improve performance in the identified areas.
3. Third Verbal Warning. If the first two verbal warnings do not resolve the problem, they you may receive one additional verbal warning. Your supervisor will discuss the warning with you and tell you what steps you can take to avoid termination of your employment. Failure to resolve the problem after the third verbal warning will result in termination of employment.

Types of conduct and behavior that The Counseling Source, Inc. considers inappropriate includes but is not limited to the following:

Employee Code of Conduct

- ❖ Excessive tardiness and/or absenteeism
- ❖ Improper attire or appearance
- ❖ Failure to wear ID badge
- ❖ Wasting time or being absent from work without permission
- ❖ Careless or unsafe work habits
- ❖ Conduct disruptive to fellow employees

- ❖ Unsatisfactory work performance
- ❖ Reporting a false reason for an absence
- ❖ Failure to exercise reasonable courtesy in dealing with clients, customers, or other employees
- ❖ Revealing or disclosing confidential information
- ❖ Violation of Client's Rights
- ❖ Use or possession of alcohol or other controlled substances or being under the influence of alcohol or other controlled substances during work hours
- ❖ Malicious or deliberate abuse of The Counseling Source, Inc. property
- ❖ Negligence involving patient care
- ❖ Dishonesty, misrepresentation, or making false statements
- ❖ Insubordination
- ❖ Harassment
- ❖ Sleeping on the job
- ❖ Falsification of Time Cards
- ❖ Falsification of client records
- ❖ Theft or removal of The Counseling Source, Inc. property without authorization
- ❖ Workplace Violence
- ❖ Possession of firearms or weapons during work hours
- ❖ Leaving work without permission
- ❖ Failure to attend mandatory training
- ❖ Violation of any policy or procedure in The Counseling Source, Inc. Employee Handbook
- ❖ Violation of any policy or procedure in The Counseling Source, Inc. Policy and Procedure Manual.
- ❖ Failure to comply with **Corporate Compliance Plan**
- ❖ Failure to comply with the **HIPAA Privacy and Security Policies and Procedures**

This list cannot be all encompassing and The Counseling Source, Inc. reserves the right to take appropriate action for conduct that is not specifically delineated in the policy when an employee's action warrants such action.

EFFECTIVE DATE: May 2017

REVIEWED: March 2018